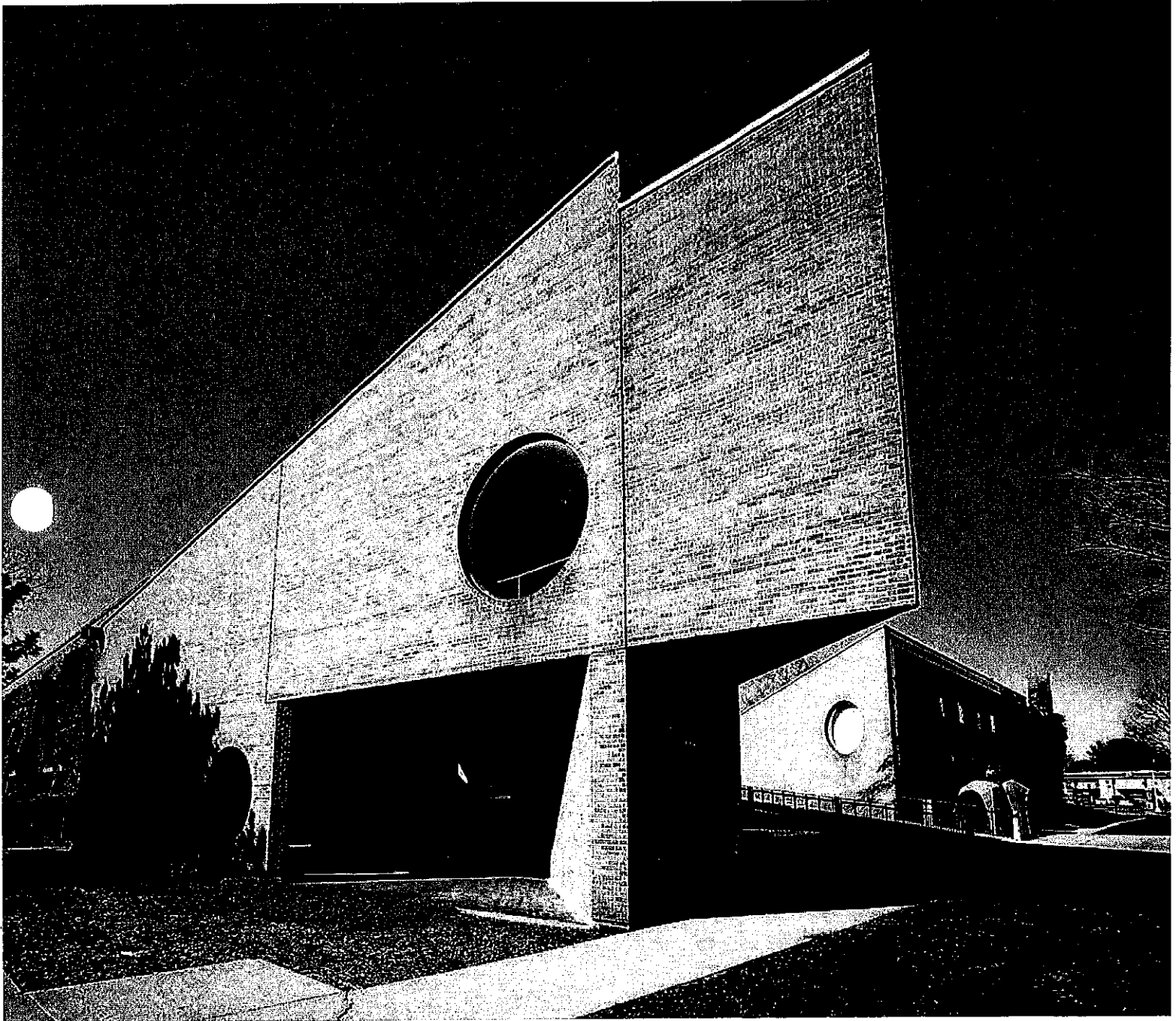


SECURITAS

Steve Vitale, Business Development Manager
312-715-1550 | steve.vitale@securitasinc.com



Security Solutions to Meet Your Needs

Proposal Prepared for:

**Village of Oak Park Proposal No.
16-112 PARKING AND
MOBILITY SERVICES**



Confidentiality Statement

This entire proposal is considered confidential information by Securitas Security Services USA, Inc. and may not be distributed, in whole or in part, to any person, firm or corporation outside of Village of Oak Park Proposal No. 16-112 PARKING AND MOBILITYSERVICES. In addition, this proposal may be distributed only to those employees or affiliates within Village of Oak Park Proposal No. 16-112 PARKING AND MOBILITYSERVICES who have direct responsibility for the proposal/decision-making process.



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SECURITAS

June 22, 2016

Jill Velan
Director Parking and Mobility Services
Village of Oak Park
123 Madison Street
Oak Park, IL 60302

Re: Security Service Proposal for Village of Oak Park – Parking and Mobility Services RFP #16-112

Dear Jill:

This account has been very important to me and the entire Securitas organization since we took over this account. I understand the importance of selecting a dynamic solution based security provider for the Village of Oak Park. Our operating efficiencies and technological advancements afford us the opportunity to provide best in class service and reliability. We are proud of our long standing presence in the Chicagoland area for over 100 years and feel confident that the enclosed proposal will demonstrate our value approach and capabilities. In the following pages you will find:

Resources – Securitas USA employs over 4,000 security officers in the immediate Chicago area and over 1,800 of which are based at our 150 S. Wacker Drive area office. Given the opportunity, to continue our relationship, I'm confident that our team will continue to make a noticeable difference in the atmosphere while giving your team superior service and keeping costs within budget. Our ability to immediately deploy strategic resources to the Village including off-duty police enforcement is unmatched for any ongoing, emergency or special event/temporary coverage requirements you may have

History & Experience – Our organization has been providing security services since 1934 when Securitas AB's forerunner was established in Stockholm, Sweden. In 1999, Securitas AB entered the U.S. market. Two of the main acquisitions that make up what Securitas USA is today, Pinkerton and Burns International, have been providing security services throughout the U.S. since 1850 and 1909 respectively, and in 2003 we incorporated under the name Securitas Security Services USA, Inc. We provide a variety of Security Solutions, for parking facilities throughout downtown Chicago such as the Jones Lang LaSalle portfolio, Inter Park, LLC. Aon Building, the Daley Center and Amtrak We also provide our services to over 15 high rise residential buildings in the Chicago Metropolitan area.

Technology – Through Securitas Connect Village of Oak Park and Securitas management team members will have instant, 24/7 electronic access to any activity/incident reports, staffing schedule, post orders, officer training curriculum plus, invoicing information along with much more. SecuritasVision is a secure and scalable Web-based application that helps us bring innovation, accountability and efficiency to your facility. It can be deployed at a single property or across your entire organization, and combines incident management, tour verification, task scheduling, asset tracking (with tablet), and incident alert notification into one easy-to-use application to help enhance your security program. Securitas Vision saves time and confirms compliance of your security operations, policies, procedures and best practices, as well as improving communication and information sharing

Training – Securitas USA provides each security officer with a clear training path. Our approach is based on three key perspectives. First, certain principles and techniques, such as those dealing with observation, safety, reporting, interpersonal relations and Securitas USA policies, are the same regardless, of where the person is assigned. Secondly, individual clients such as Bradford Allen may have unique situations that require additional specialized training. Therefore we provide both general and client-specific training. Third, we meet the need for meaningful ongoing professional development to keep skills sharp through a number of innovative programs, which will continue to be developed into a site specific curriculum by your Securitas Branch Manager, Keith Toms.



SECURITAS

Principal Contact:

Area Vice President – Terry Brady
Phone: (312) 474-5329
Email: terry.brady@securitasinc.com

Branch Manager – Keith Toms
Phone: (773) 851-0450
Email: keith.toms@securitasinc.com

Business Development Manager – Steve Vitale (RFP related inquiries)
Phone: (312) 282-7270
Email: steve.vitale@securitasinc.com

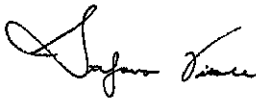
We are fully committed to complying with all OSHA and other federal, state, and city safety standards. We have included a copy of our Securitas Safety Program as assurance that we will maintain compliance.

These Securitas USA's strengths will help us provide you with the best service possible and the knowledge and commitment to maintain its quality level:

- Our Flat Organization business model leads to empowered Branch Managers.
- We believe that Empowerment leads to Specialization in security expertise.
- Our Branch Managers are our security experts who become experts in your business.
- The Innovation of our technological offerings such as Securitas Connect helps us bridge our Innovation with your need for accountability and efficiency.
- Our ability to leverage partnerships result in unique value-added offerings.

Thank you for the opportunity to provide this proposal to Village of Oak Park for the ultimate, professional security services. Please contact me if you have any questions or require further information. I look forward to speaking with you soon.

Sincerely,



Stefano Vitale,
Business Development Manager
Securitas Security Services, USA

Narrative: Approach to Scope of Services for The Village of Oak Park

To start we will recruit and, as best possible, retain officers that understand the community within your buildings. Through our initial and ongoing training programs we will shape the actions of our officers. We will provide a professional and respectful culture shift that top notch class A building tenants are accustomed to. We believe that selecting the right officer for each position is critical to achieving this level of service. Every officer position is important, but they each require a different skillset, demeanor, training and expectations. This is why we invest so heavily in our local office team. Our Recruiter is the front line, sourcing talent for each unique position. The Branch Manager determines where they are a good fit for your account and which position they are best suited for. The candidates will go through our new-hire orientation which gives them base-line Security Officer training. This is conducted by our HR Manager, which builds rapport and support for the Officer from day 1. Once the officer is placed the Account Manager will validate their placement, build a training plan for them and integrate them into the Account. This being said, selecting the right person, placing and training them well and building resources for them do not ensure success. It is also critical that they are given a very clear roadmap of their specific role and the expectations that we have of them. This jump-starts a culture of feedback and growth that carries through the duration of their time on your account. As the Branch Manager, my role is to make frequent visits to the site. This gives me an opportunity to gauge our success in staffing, give feedback, look for gaps or opportunities and develop improvement plans. I would prefer to touch base with Village of Oak Park on a weekly basis to review our staffing and strategize our next steps. As the security needs grow we will lend our expertise in systems integration, access controls and alarm monitoring. Our goal is to be your partner for all aspects of your security program.

I believe that changing the culture and perception of Village of Oak Park can begin immediately. A concierge officer in the lobby will be the catalyst to begin changing what the employees, tenants and visitors feel and expect when they visit the buildings. Carrying that level of engagement forward to all Officer positions will further emphasize the care and concern for a safe, professional environment.

Recruitment, hiring, and selection play a large part in providing Village of Oak Park with the level of quality of personnel required for your parking facilities. Therefore we have a very extensive recruitment and selection process in place.

Selection Process

Securitas USA focuses on selecting employees capable of service excellence to Village of Oak Park. Our in-depth selection activities are standardized within an eight-step selection process that screens out unqualified candidates and identifies those with critical traits such as honesty, integrity, and a strong customer service orientation.

8 Step Selection Process:

1. Job Application
2. Initial Interview
3. Drug Screening
4. Background Verification
5. Assignment/Scheduling Meeting
6. Site Interview
7. Security Officer Introduction Exam
8. Work Authorization Confirmation via E-Verify

Although our hiring process is comprehensive and highly successful, we understand the importance of continuous communication with the Village of Oak Park management to discuss changes or improvements to the current process.

Ongoing Professional Development

Ongoing professional development is a key element in maintaining security officer knowledge, skills and professional dedication. Continuous education breeds confident and knowledgeable security officers.

Ongoing development plans designed to meet the specific requirements of Village of Oak Park may include drills, exercises, audits and refresher training. In addition, Securitas provides continuing training and development opportunities through dynamic, proactive communication programs such as our monthly *Security Spotlight* and our flagship *Excellence in ServiceSM* program.

Security Spotlight

Distributed on a monthly basis, *Security Spotlight* examines issues and procedures surrounding current security concerns. Written for security staff as well as clients and their employees, *Security Spotlight* proactively examines security issues relative to current events and risks, such as terrorism awareness and response, seasonal safety and security, and more. Past issues have focused on issues such as bio-chemical terrorism hazards, counterterrorism awareness, bombs and bomb threats, hazardous weather,

identity theft, and travel security. *Security Spotlight* topics can also be produced in response to client requirements.

Excellence in ServiceSM

In order to provide our clients with the finest security services available, we have developed an extensive program designed to train, motivate and empower every security officer. Our quarterly *Excellence in ServiceSM* magazine anchors the program with valuable information about officers' experiences and accomplishments, and concrete training topics that supervisors and officers discuss on a regular basis. Securitas officers and events are featured to highlight the training and/or client service topic being emphasized. To help reinforce knowledge and proper procedures, officers who correctly answer questions about the quarterly topics are eligible to participate in monthly, quarterly and annual drawings for cash and prizes. Each year, our security officer who wins the national drawing receives a check for \$2,500 at a special ceremony.

Annual Refresher Training

Securitas recognizes that a core base of security officer knowledge and critical skills is established as the foundation for success through basic, on-the-job and advanced training. Further, we recognize that certain critical skills require periodic re-certification to help ensure our security officers maintain consistently high levels of proficiency.

We are committed to working closely with Village of Oak Park to determine specific critical skills and knowledge that should be periodically reinforced and retested through annual training. Through the professional judgment of both of our organizations, we will determine those critical skills and tasks our personnel must be able to perform.

This will, in turn, suggest the subject matter appropriate to reinforce, such as first aid, CPR, legal restrictions, and responsibility and authority of security officers. Of course, emergency procedures and plans, as well as any new or changing information, laws, client relations, corporate policies and case law applicable to the performance or duties of our security officers are also appropriate and should be included.

The value to Village of Oak Park is that each officer will possess the necessary tools to provide excellent service at your facilities immediately upon assignment and as part of an on-going program.

Additional Value-Added Training Solutions

■ ■ Our training capabilities extend well beyond basic and on-the-job training. In addition to our ACT and e-learning programs, Securitas has a wealth of training resources, from industry-specific specialized programs to our Professional Development Series – almost fifty courses designed to enhance general business skills. Hundreds of courses, videos and resource materials addressing terrorism awareness and homeland security are available from

Securitas and America's front-line agencies, including guidelines and courses from ASIS International, FEMA, American Red Cross, Department of Homeland Security, FBI, Department of Justice and CiNet (Critical Information Network, formerly PSTN). We have access to additional innovative training materials to further enhance the skills and knowledge of our security officers, supervisors and managers. We can work closely with you to implement these additional, exciting, high-quality training resources at each Village of Oak Park site.

Security Training Succession Plans

Securitas can implement a training succession plan for our security officers and supervisors. Successful completion of each proprietary training course will make our officers eligible for an optional promotion and put the officer on track for the next phase of training.

We believe knowledge must also be linked to successful application of that knowledge and job performance. Consequently, as openings or promotion opportunities occur, officers on the training succession path will be eligible for consideration based on their level of completed training in conjunction with their performance evaluations.

The benefits of such a program include the following:

- Qualified individuals are identified as they proceed along the training succession path and their skills are identified.
- Participating in training provides the officer with a sense of value to Securitas and Village of Oak Park. This sense of value provides non-monetary reinforcement and contributes to good morale.
- Good morale through the investment of training leads to increased retention.

We provide a wide array of security solutions to best meet the specialized requirements of Village of Oak Parks parking and mobility services facilities.

Protective Services

Our goal is to drive efficiencies within a client's security program, and offer solutions. Protective Services includes On-site Guarding, Mobile Guarding, Remote Guarding, Electronic Security, Fire & Safety, and Corporate Risk Management. All are offered by one company, Securitas, with a single point of contact.

Integrated Guarding

We continually seek methods to meet each client's unique security requirements while keeping the client's business goals and budget in mind. We are dedicated to using our resources and experience to create security solutions that address the rising costs of the security profession.

The solution is Integrated Guarding, which can combine all three or any combination of our guarding services — On-site, Mobile and Remote — to provide a comprehensive, cutting-edge security program. Through our coast-to-coast footprint, Securitas and its affiliates can offer an all-inclusive approach, and provide not just the officers and the technology, but a flexible security plan to handle all aspects of your organization's security objectives.

The benefits of Integrated Guarding include:

- Cost efficiencies without compromising your security program.
- Flexibility with customized security solutions.
- A single provider for all your security services.

On-site Guarding

We know that every business environment has different security needs, which is why we have leveraged our knowledge and expertise to develop a variety of guarding functions to meet your requirements. After performing an *Operational Analysis*, we recommend services that best fit your situation. These include:

- Reception/concierge services.
- Console operations.
- Special event guarding.
- Fire patrol and equipment checks.
- Alarm and emergency response.
- Facilities badging and identification services.
- Transportation and parking coordination services.
- Customized and site-specific security functions.

Through **SecuritasConnect**, you can have full visibility and control over your security program. This is your window to view your site's security, at any time of the day or night.

SecuritasVision saves time and confirms compliance of your security operations, policies and best practices, as well as improving communication and officer accountability.

Mobile Guarding

Mobile Guarding allows sites of all sizes to have access to the world-class protection, high-caliber officers and advanced technologies that make Securitas the knowledge leader in security.

Mobile Guarding Officers – Specially-trained, vigilant and helpful officers check in at random but regimented times to fulfill post orders, inspect the property and assist staff as necessary.

Alarm Response - Mobile Guarding officers can respond to alarms and react with the appropriate response required by the situation. Mobile Guarding by Securitas offers comprehensive security through innovative and cost-effective packages. Cutting-edge technology and software, combined with specially trained Mobile officers, creates real-time security that helps prevent incidents, optimize security officers' time and reduce costs. When you rely on Mobile Guarding to monitor your facility, you know the first response will be appropriate.

Remote Guarding

When you have Remote Guarding managed by Securitas, we act on incidents in real-time and can deter trouble before it happens. The combination of smart technology and our security expertise creates unprecedented efficiency to help protect your facility 24/7.

Real-time security programs are achieved when video cameras, video analytics, monitoring centers and security officers work together as one integrated force. Potential threats are spotted by cameras and automatically analyzed based on predefined criteria. When necessary, an operator is alerted who then takes immediate action to prevent or minimize damage. We continually identify areas for creating efficiencies both in preventing incidents and lowering resource demand.

Alarm Verification - gives you the shortest possible response time when an incident occurs. Cameras will scan your premises and parking lots for unauthorized activity and potential threats, advise status and deliver an audible message that security is monitoring in real-time.

Remote Employee Escort - utilizes live video surveillance with audio notification to provide a safe environment as employees arrive and depart the area. In other situations, we can monitor visitors who have access to a building and follow their progress throughout the building.

Remote Entry/Exit Management - provides on demand processing of employees and contract workers who require access to your facility. We can verify their identity, confirm authorization for entry/exit, track and record activity and report any exceptions.

Remote Perimeter Protection - customized intelligent video analytics for each unique location recognize potential threats and alert operators the moment there is suspicious activity.

Additional Protective Services

Electronic Security

The advantage of working with Securitas is that you will have one point of contact for the design, installation and service of your equipment. Securitas gives you state-of-the-art security in innovative and cost-effective packages. Securitas Electronic Security Solutions provides a simple approach to your security system needs. We can:

Fire & Safety

We will work with you to develop a fire service plan to meet the specific needs of your facility. Certain industries that Securitas protects, such as the petrochemical, aerospace/defense, and energy industries, are more prone to fire hazards at their facilities. To strengthen our supportive relationship with these industries, we developed a specialized group to expertly fight fires, handle hazardous materials scenarios, and mitigate fire hazards that may threaten business operations.

Corporate Risk Management

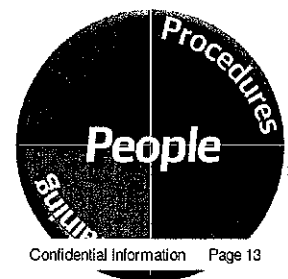
Over 150 years, the Pinkerton name has evoked memories of America's first detective agency and the man who founded it - Allan Pinkerton. His legacy continues to this day with a force of Pinkerton investigators and security specialists who maintain the same reputable dedication and commitment to helping protect clients and their assets worldwide.

The maintenance and continuous improvement of your security program is vital to providing the Village of Oak Park with the most efficient security plan. The quality of our performance management plays a key part. We will continue to collaborate with the Village of Oak Park to develop key performance indicators that make the most sense for your unique program.

Performance Management

Service Excellence Through Specialization

We have identified five security performance categories that are addressed in developing a specialized service solution for each client - People, Procedures, Tools, Training and Feedback. The following sections of this proposal describe each part of this solution in detail.



The client-centered model, on the right, depicts how Securitas achieves specialized service solutions while using one common set of security service delivery management and measurement tools.

The Client Service Plan Goals and associated Key Performance Indicators (KPIs) are the tools we use to assess the level of delivered service. We will regularly review service results and delivery methods with Village of Oak Park to assess how well the service solution meets your unique requirements.

The Client Service Plan Goals and KPIs that we jointly establish for each category guide our security service teams. They are the tools we use to assess the level of delivered service.

When developing the specialized solution for Village of Oak Park, we will identify the service team behaviors and desired results for each of the five security performance categories that will result in specialized service. For Village of Oak Park, we will demonstrate our commitment to Service Excellence by preparing our service teams to be successful in meeting your specific physical security needs by establishing:

- Clear performance expectations.
- Client-specific job descriptions.
- Clear procedures and job aids.
- Tools to equip and enhance the performance of our officers.
- Job-specific training and practice.
- Regular performance feedback.

This approach to managing performance utilizes our standard Service Excellence methods and tools for gathering data and assessing performance. The Securitas Service Excellence program is our national service platform that provides the framework for delivering world-class service. It tangibly demonstrates our commitment to service, service level management, and performance management.

Service Excellence

To assure consistency in the level of delivered service, Securitas USA builds Village of Oak Park service requirements into its local Client Service Plan and uses performance management and measurement tools to refine and tune the service offering over time.

Within Securitas USA, quality service delivery is driven at the local office team level, close to our clients. We believe that judgment of service quality depends on the perception of each client. As a service company, we know that quality must be built into the service offering. To us, this means that everything we do must help to deliver the service outcomes that our clients value.

Delivering world-class service relies on three key components:

- **Service Commitment** – our organizational approach for assuring client satisfaction. (“Are we meeting expectations and creating value?”)
- **Service Level Management** – our account management approach for using tools and measures to assess and report the level of service we deliver to each client. (“Are we delivering consistent service across the client locations we serve?”)
- **Performance Management** – our operational approach to addressing service level and cost. (“Are we gathering the data at the local level that allows us to determine the service behaviors and methods that yield the best results for the security services team?”)

We believe all service is local because it is assessed at the point of delivery. We have focused on building effective working relationships with our clients - relationships that are based on strong local offices with responsive management and competent technical staff who are committed to service.

**REQUEST FOR PROPOSALS
INSTRUCTIONS AND SPECIFICATIONS FOR:**

**Village of Oak Park
SECURITY & SUPPORT STAFFING SERVICES – VILLAGE PARKING
STRUCTURES WITH ADD ALTERNATE FOR SECURITY SERVICES AT VILLAGE
HALL**

**Proposal Number: 16-112 PARKING AND MOBILITY SERVICES
Issuance Date: 05/25/2016**

The Village of Oak Park will receive proposals at the Oak Park Village Hall, Monday through Friday, 8:30 a.m. to 5:00 p.m., at 123 Madison Street, Oak Park, Illinois 60302. **Proposals will be accepted until 4:00 p.m. local time, Wednesday, June 22, 2016.** The purpose of this contract is for security and support services at four Village Public Parking Structures at various hours as described herein. In addition, security services at Village Hall are also requested.

The Village of Oak Park reserves the right to divide the services described in this Request for Proposal between two qualified vendors.

Proposals must be enclosed in a sealed envelope marked

“16-112 PARKING AND MOBILITY SERVICES”

Proposal forms may be obtained at the Parking and Mobility Services Department located at the address listed above or by calling 708-358-5401, ext. 6759.

The Village reserves the right to accept or reject any and all proposals or to waive technicalities, or to accept any item of any proposal. Information is available from the Parking and Mobility Services Department, at 708-358-5754.

Do not detach any portion of this document. Upon formal award to the successful Contractor, a written agreement will be executed for the Project in substantially the form attached.

The Board of Trustees reserves the right to accept or reject any and all proposals or to waive technicalities, or to accept any item of any proposal.

Legal advertisement for proposals published: Wednesday Journal, **May 25, 2016.**

Submission of Proposals

The proposal shall be submitted on the proposal form included herewith. The proposal shall be submitted in a sealed envelope marked **"16-112 PARKING AND MOBILITYSERVICES"** and shall bear the return address of the contractor, and shall be addressed as follows:

TO: Jill Velan
Director Parking and Mobility Services
Village of Oak Park
123 Madison Street
Oak Park, IL 60302

[THIS SPACE LEFT INTENTIONALLY BLANK]

PROPOSAL FOR:

Village of Oak Park 2016 SECURITY & SUPPORT STAFFING SERVICES

Notice to Proceed

Work shall begin on a date TBD from the **Notice to Proceed** from the Village's Director of Parking and Mobility Services, Jill Velan. All work shall be completed as set forth herein.

SECTION I

PROPOSAL INSTRUCTIONS, TERMS AND CONDITIONS

Preparation and Submission of Proposal

All proposals must be delivered to the Village by the specific time indicated on the cover page. Proposals arriving after the specified time will not be accepted. Mailed proposals that are received by the Village after the specified hour will not be accepted regardless of the post-marked time on the envelope. Proposals must be signed by an officer of the company who is authorized to enter into agreements on behalf of the company. Proposals shall be sealed in an envelope and marked as stated on the cover page.

Proposal outline

Proposals are to follow the outline as described on the cover page of this document. The Village reserves the right during the term on the contract to request additional services in addition to those specified in the Proposal form with payment for those additional services to be mutually agreed upon between the Village and the security company vendor selected.

Contract Term

The initial contract term shall be 1 year. The Village shall have the right to renew the contract on an annual basis for four (4) optional one year terms as set forth below. The Contractor shall begin performing the services with official notice to proceed from the Director of Parking and Mobility Services or her designee.

Recertification

If the Village renews the contract for an additional one year term, the Contractor will provide the Village with a renewed certification in the form in Section V indicating that it continues to be eligible to contract with units of local government. If the Contractor is not able to certify that it continues to meet all requirements, it shall provide a detailed explanation of the circumstances leading to the change in certification status.

Contract Renewal

The Village retains the right to renew this initial contract under the same terms and conditions upon mutual agreement with the Bidder. Renewals are to be done on a yearly basis for no more than four (4) additional years. Price escalation will be allowed and subject to one (1) adjustment per period. The requested increase must be that of the general industry. In this event, written notification stating the requested increase and supporting document justification must be forwarded to the Village. The annual adjustment shall be based upon 100% of the percentage of change of the latest published Index (as defined below)

as compared to the Index for the previous year. The Index shall be the United States Department of Labor, Bureau of Labor Statistics, Revised Consumer Price Index for all Urban Wage Earners for Chicago, Illinois - Gary, Indiana - Kenosha, Wisconsin (all items, 1982-84 = 100). Notwithstanding anything contained herein to the contrary, the annual adjustment shall not be greater than five percent (5%) of the previous year's cost for services provided under this contract in any year. If the bidder fails to justify the requested increase, the Village reserves the right to reject the request and cancel the balance of the contract.

If any price reductions are announced during the contract period, the Village shall receive benefit of such reductions. This request shall also be in the form of a written notification and shall become effective thirty (30) days from the date the notice was received by the Village.

Award of Agreement

The Agreement will be awarded in whole or in part to the responsible Contractor or Contractors whose proposals, conforming to the request for proposals, will be most advantageous to the Village; price and other factors considered.

Costs of Preparation

The Village will not be responsible for any expenses incurred in preparing and submitting a Proposal or entering into the applicable Agreement.

Taxes not Applicable

The Village as an Illinois municipality pays neither Illinois Sales Tax nor Federal Excise Tax (State Tax Exemption Identification Number E9998-1823-06). Contractors should exclude these taxes from their prices.

Withdrawal of Proposals

Any Contractor may withdraw its proposal at any time prior to the time specified in the advertisement as the closing time for the receipt of proposals by signing a request therefore. No Contractor may withdraw or cancel its proposal for a period of sixty (60) calendar days after the advertised closing time for the receipt of proposals. The successful Contractor may not withdraw or cancel its proposal after having been notified that the proposal was accepted by the Village Board of Trustees.

The Village Board of Trustees reserves the right to accept or reject any and all proposals or to waive technicalities, or to accept any item of any proposal unless the Bidder includes a restrictive limitation.

Investigation of Contractors

The Village will make such investigations as are necessary to determine the ability of the Contractor to fulfill the proposal requirements. If requested, the Contractor should be prepared to present evidence to the Village of its ability and possession of necessary facilities and financial resources to comply with the terms of this Request for Proposals. In addition, the Contractor shall furnish the Village with any information the Village may request, and shall be prepared to show completed work of a similar nature to that included in its proposal. The Village reserves the right to visit and inspect the premises and operation of any Contractor.

Rejection of Contractor

The Village will reject any proposal from any person, firm or corporation that appears to be in default or arrears on any debt, agreement or the payment of any taxes. The Village will reject any proposal from a Contractor that failed to satisfactorily complete work for the Village under any previous agreement.

Conditions

Contractors are advised to become familiar with all conditions, instructions and specifications governing the work. Contractors shall be presumed to have investigated the work site, conditions and scope of the work before submitting a proposal.

Once the award has been made, failure to have read all the conditions, instructions and specifications of this contract shall not be cause to alter the original contract or to request additional compensation. This RFP provides for three phases with corresponding annualized contract pricing. These three phases are intended to reflect the fact that the Village expects changes during the course of the contract as to the size of parking structures for which security is required.

Consideration of Proposals

The Director of Parking and Mobility Services shall represent and act for the Village in all matters pertaining to their proposal and contract in conjunction therewith. The Village reserves the right to reject any or all proposals and to disregard any informality on the proposals when in its opinion, the best interest of the Village will be served by such action. No proposal will be accepted from or contract awarded to any person, firm or corporation that is in arrears or is in default to the Village of Oak Park upon any debt or contract, or that is a defaulter, as surety or otherwise, upon any obligation to said Village, or had failed to perform faithfully any previous contract with the Village.

The bidder, if requested, must present within forty-eight (48) hours evidence satisfactory to the Village of Oak Park of performance ability and possession of necessary facilities, pecuniary resources and adequate insurance to comply with the terms of these specifications and contract documents.

Criteria used to evaluate the proposals submitted include, but are not limited to, the following factors:

- Technical competence as evidenced by the proposal submitted;
- Experience in security industry;
- References;
- Financial capacity of the Bidder;
- Bidder's commitment to fair employment practices;
- Reasonableness of the associated costs.

Inspection

The Village shall have a right to inspect, by its authorized representative, any material, components or workmanship as herein specified. Materials, components or workmanship that have been rejected by the Village of Oak Park as not in accordance with the terms of the contract specifications shall be replaced by the Bidder at no cost to the Village.

Compliance with Applicable Laws

The Contractor will strictly comply with all ordinances of the Village of Oak Park and Village Code and laws of the State of Illinois.

Governing Law

All agreements entered into by the Village are governed by the laws of the State of Illinois without regard to conflicts of law. Any action brought to enforce an agreement with the Village of Oak Park must be brought in the state and federal courts located in Cook County, Illinois.

Subcontracting

No agreement awarded by the Village shall be assigned or any part subcontracted without the prior written consent of the Village. In no case shall such consent relieve the Contractor from its obligations or change the terms of the Agreement.

Interpretation of Agreement Documents

Any Contractor with a question about this Request for Proposals may request an interpretation thereof from the Village. If the Village changes the Request for Proposals, either by clarifying it or by changing the specifications, the Village will issue a written addendum, and will mail a copy of the addendum to all prospective Contractors. The Village will not assume responsibility for receipt of such addendum. In all cases, it will be the Contractor's responsibility to obtain all addenda issued. Contractors will provide written acknowledgment of receipt of each addendum issued with the proposal submission.

Minority Business and Women Business Enterprise Requirements

The Village, in an effort to reaffirm its policy of non-discrimination, encourages the efforts of Contractors and subcontractors to take affirmative action in providing for Equal Employment Opportunity without regard to race, religion, creed, color, sex, national origin, age, handicap unrelated to ability to perform the job or protected veteran's status.

Agreement

The selected Contractor shall enter into an Agreement with the Village to complete the Project in a form substantially similar to the Agreement attached hereto. The Agreement shall be executed by the Contractor and returned within ten (10) calendar days after the Agreement has been served upon the Contractor. The Contractor shall execute three copies of the Agreement. One fully executed copy will be returned to the Contractor.

Fees and Cost

In the event any action is brought to enforce any agreement entered into by the Village of Oak Park, or to collect any unpaid amount from the Village of Oak Park, each party bears the responsibility of paying its own attorneys' fees and costs.

Payment for contract service

The Village shall pay the security company selected on a monthly basis a flat amount equal to 1/12 of the annualized contract cost per applicable contract phase for the delivery of Security and Support Staffing Services at Village Public Parking Structures provided during the previous month. In addition, should the contractor provide Village Hall Security Services, the Village shall pay the security company selected on a monthly basis for the services provided during the previous month based upon the actual hours of Village Hall Security Services provided at the hourly rate established in the contract. Payment to the security company selected shall be made within 30 days of the receipt of an invoice for services as outlined in the proposal. A detailed summary of services per location (e.g. name of location by parking structure) will be submitted to the Village for review and approval. Services provided for Village Hall shall be invoiced separately to the Village. The summary of costs shall include the work performed at the contract rate. Total payments for each phase shall not exceed the amount submitted on the Proposal Form unless prior approval is received from the Village. Invoices shall be mailed to Parking Services, Village of Oak Park, 123 Madison, Oak Park, Illinois, 60302.

Invoices not accompanied by the billed month's itemized list of services provided and costs incurred will be held by the Village until such information is supplied.

Rules of the request for proposal process and specifications

- A. All security firm vendors must conform to the specifications and other related proposal documents contained in this package.
- B. All proposals must be submitted in full and contain all requested documentation.
- C. All proposals must be submitted by the submission due date and time called for by the Village of Oak Park and submissions received after this date and time will be rejected at the discretion of the Village of Oak Park.

Documents to be submitted

- 1. All proposal documents in this Request for Proposal packet must be completed and returned together. Do not detach or omit any portion of this packet.
- 2. Company profiles/resumes of Operations Supervisors, Supervisors, and Senior Executives.
- 3. A copy of the company's financial prospectus and a statement of any lawsuit or labor action to which the company is currently a party.
- 4. References from four local clients.

5. A written overview of the company's history. Include the number of years the company has been in business, the location of the corporate headquarters, and the total number of people employed by the company. Note any and all names that the company has operated under since 2002.
6. A description of any licensing disciplinary action taken against the company since 2002.
7. An overview of screening, evaluation, and hiring policies together with a copy of all documentation currently in use.
8. A full description of initial training and ongoing training, including all subjects and categories.
9. Any special training and special activities of company pertinent to parking facilities and public facilities.
10. Proof of training and understanding of security surveillance equipment systems.
11. An overview of the training programs for supervisors, including the frequency of such programs.
12. Four copies of all licenses, insurance certificates, and other pertinent information.
13. A written overview of the vendor's experience in providing security at high-rise parking structures; this overview should name specific clients and the city and state in which they are located.
14. Qualifications of all staff to be employed at this location, including educational background and details of past experiences at similar locations and the IDPR permanent employee registration card number for each staff member - noting the total number of any registration discipline as well as the reason, that has been taken against staff. Include any other credentials that suggest superior quality of experience and job knowledge. This requirement includes security personnel, operations supervisors and management, and any individuals performing random inspections.
15. A copy of the company's pre-employment drug testing policy.
16. A copy of the company's post employee and random drug testing policy.
17. A description of the company's process for conducting pre-employment background checks and what steps are taken to during the course of employment to maintain and verify employee background information.
18. An overview and description of the patrolling policies used at similar locations.

19. Proposed post orders, policies, procedures, and reports for security that would be utilized by the company relative to this contract and in consideration of the Appendix.
20. A proposed Management Plan that describes the company's plan for meeting the requirements of the contract. The Management Plan should define how the private security company will utilize unarmed staff to ensure timely, professional and high quality performance and achievement of deadlines. Elements of the private security company's technical ability that must be addressed in the Management Plan include but are not limited to: (A) organization and management, (B) the company's inspection system, (C) key personnel, (D) training plan, (E) personnel action prevention, (F) experience in the use and maintenance of the property used in performance of this contract. The Management Plan must contain:
 - proposed lines of responsibility, authority, and communication;
 - proposed organizational structure;
 - proposed transition plan
 - client relationship management plan
 - description of plans that identify and resolve problems;
 - an augmentation plan that demonstrates the ability to respond to workload fluctuation in a timely manner
 - a sample of all daily, weekly, and monthly report forms and other relevant documentation currently used by company.
21. A copy of company's standard form of contract for security operations.

Dispute Resolution

The Village of Oak Park does not agree to the mandatory arbitration of any dispute.

Hold Harmless

See attached form Agreement.

Insurance

See attached form Agreement.

Termination of Agreement

See attached form Agreement.

SPECIAL CONDITIONS

Accuracy Disclaimer

The Bidder shall thoroughly acquaint himself with the existing areas and conditions.

Financial Statements

Bidder also agrees that they will provide proof of financial stability by Dun and Bradstreet Report or financial statement, if called upon to do so. Failure to prove financial responsibility is cause for disqualification from this proposal.

Inspections

The Village reserves the right to visit and inspect the premises and operation of any Bidder.

Miscellaneous Requirements

The Village will not be responsible for any expenses incurred by the Bidder in preparing and submitting a proposal. All proposals shall provide a straightforward, concise delineation of your capabilities to satisfy the requirements of this request. Emphasis should be on completeness and clarity of content.

The Bidder is prohibited from assigning, transferring, conveying, subletting, or otherwise ceding its power to execute such agreement to any other person, company or corporation without the previous consent and approval in writing by the Village.

Pre-Qualification of Bidders and References

Under the terms of this proposal all bidders in evidence to their experience and past performance must submit a list of previous security staffing experience of similar magnitude, which will be used to verify previous level of service.

Bidders shall furnish a minimum of four (4) references from accounts that they are servicing for a period of not less than six (6) months.

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SECTION II **DETAILED SPECIFICATIONS**

I. Purpose

The Village of Oak Park (hereinafter the "Village") is seeking proposals from a qualified Contractor (hereinafter "Contractor") to provide both security services for the Parking and Mobility Services Departments.

II. Background

The Village is currently under contract with a security services provider.

III. Definitions

For purposes of this RFP, the following definitions shall apply:

1. "Bidder" shall mean "Contractor submitting Proposal".
2. "Proposal" sometimes referred to as "bid", unless the context requires otherwise.
3. "Scope of Work" includes the requirements of Section V, subject to the additional requirements described in the RFP. Scope of Work is sometimes referred to as "Specifications."
4. "Workload" means anticipated services based upon the historical data provided.

IV. Workload

Located in Oak Park, the Parking Structures to be protected with unarmed contract staff include:

1. Holley Court Parking Garage, 1125 Ontario, Oak Park, IL. This is a 6 level parking structure with 1,213 parking spaces and central offices for security and video monitoring of all four parking structures and portions of Village Hall.
2. The Avenue Parking Garage, 720 North Boulevard, Oak Park, IL. This is a six level parking structure with 535 parking spaces.
3. Oak Park River Forest High School Community Garage, 137 N. Scoville. This is a three level garage with 300 parking spaces.

Any additional parking garage facilities, Village-owned buildings, and/or additional services added during the term of the contract awarded to the selected vendor will be subject to the same rates proposed by the selected vendor in this proposal submission.

Please note: Any facility may change during the course of this agreement. As such, contractual security services would be decreased accordingly upon change of the facility.

Contractors work is primarily support and customer services. All staff is unarmed. Security Camera monitoring and patrols at all locations are also key to successful contractual services. Patrols will be carried out in such a manner as to cover all key vulnerable areas such as floor levels, entrances, exits, stairwells and elevator, and storage areas. Successful contractor will be required to perform the following responsibilities including but not limited to:

- Provide security camera monitoring.
- Respond to telephone and intercom requests for services. The ability to communicate verbally in a coherent, courteous and professional manner is essential. Ability to articulate fees and charges and evening enforce the application of fees and changes even when faced with upset or irate customers and/or the ability to know when to contact Village of Oak Park personnel for assistance.
- Provide public assistance to individuals at pay-on-foot machines and entrance/exit gates in the parking structures. This assistance includes providing general instruction on the use of credit cards in pay-on-foot machines or the proper insertion of payment tickets at the exit gates or responding to calls for assistance at pay-on-foot machines located in various sites in the parking structures. Contractor's staff does not handle nor have direct contact with any money (i.e. cash, coins or credit cards).
- Contractor will assist individuals locating where they have parked their vehicle within the parking structures.
- Conduct patrols on foot or via vehicle (provided by contractor) within the public parking structures.
- When observed, the employees of the contractor should pick up trash and litter within the parking structures or surrounding grounds for proper disposal.
- As directed during times of inclement weather contractor will transport and apply/place Village purchased materials such as salt, sand or other de-icing materials via a spreading machine. Weight of bagged salt or other materials less than 80 lbs - most bags are 50 lbs.
- As directed contractor will transport and apply/place Village provided traffic cones or barricades and assist with duties for the general purpose of restricting traffic/parking within or in areas immediately adjacent to the parking structures.

The contractor is required to provide and maintain at its own expense for its employees one of the following for the purpose of traveling between parking structures as necessary to provide the patrol/security services needed:

- a late model vehicle - small pick-up or smart vehicle approved for operation on the public street is preferred; or
- a Segway

The vehicle or Segway selected above shall be marked and identified as part of the security company and shall be used by the contractor's employees while on duty and patrolling structures.

The following is the minimum staffing required of the contractor to provide the above services:

Minimum Staffing (suggested times)	Day Shift 6 a.m. - 2 p.m.	Afternoon Shift 2 p.m. to 10 p.m.	Night Shift 10 p.m. to 6 a.m.
Holley Court Garage	2 FTEs Seven days/week	2 FTEs Seven days/week	2 FTEs Seven days/week
	1 supervisor M-F	1 supervisor T-Sa	
The Avenue Garage	1 FTE Seven days/week	1 FTE Seven days/week	0
OPRF Community Garage*	0	0	0

* No designated contractor staff in facility. Security Camera monitoring from Holley Court Garage. Patrols as directed/needed.

While the above chart contains proposed shift schedules, the Village will review written requests for alternate shift and may approve the same in writing at the sole discretion of the Village, subject to maintenance of the minimum staffing levels identified above.

v. Scope of Work.

These specifications cover the proposed Security and Support Staffing Services for Village Parking Structures as well as the add alternate for Security Services at Village Hall and should be read in conjunction with the attached contracts that form the terms and conditions.

1. OUTLINE OF COVERAGE - SUBJECT TO CHANGE BY VILLAGE OF OAK PARK

LOCATIONS LIST (ALL LOCATIONS ARE IN OAK PARK, IL)

- Holley Court Parking Garage, 1125 Ontario, Oak Park, IL. This is a 6 level parking structure with 1,213 parking spaces and central offices for security and video monitoring of all four parking structures and portions of Village Hall.
- The Avenue Parking Garage, 720 North Boulevard, Oak Park, IL. This is a six level parking structure with 535 parking spaces.
- Oak Park River Forest High School Community Garage, 137 N. Scoville. This is a three level garage with 300 parking spaces.

Parking garage structures, and/or buildings may be added or removed from service during the term of the contract awarded to selected vendor. Additions will be subject to the same rates proposed by the security company vendor in this proposal submission.

The add alternate is for security services at the following location:

- Village Hall Facility, 123 W. Madison, Oak Park, IL. Village Hall is a three level office and administration building.

OVERVIEW OF EXISTING SECURITY INFRASTRUCTURE IN PLACE AT GARAGES:

Holley Court Parking Garage

The Holley Court Parking Garage has a CCTV and intercom system. The cameras and intercom stations at Holley Court have local annunciation and monitors. The pictures from the CCTV and the intercom stations are connected by fiber optic lines within the Holley Court Parking Garage to the staffed central security control room at Holley Court Parking Garage where 24-hour security coverage is required.

Avenue Parking Garage

The Avenue Parking Garage has a stand alone CCTV and intercom system. The cameras and intercom stations at the Avenue Garage have local annunciation and monitors. The pictures from the CCTV and the intercom stations are additionally viewed at the central security control room at Holley Court Parking Garage where 24-hour security coverage is required.

OPRF Community Parking Garage

The OPRF Community Parking Garage has a CCTV and intercom system. The cameras and intercom stations at the OPRF Garage have local annunciation and monitors. The pictures from the CCTV and the intercom stations are additionally viewed at the central security control room at Holley Court Parking Garage where 24-hour security coverage is required.

DESCRIPTION OF THE ADD ALTERNATIVE TO BE COVERED UNDER CONTRACT WITH SECURITY COMPANY VENDOR SELECTED:

The add alternate is for security services at the following location:

1. Village Hall Facility, 123 W. Madison, Oak Park, IL. Village Hall is a three level office and administration building.

Security Staffing at Village Hall is currently required Monday – Thursday 5:00 p.m. to 10:00 p.m. and Friday's from 5 p.m. to 5:15 p.m. plus other hours, including after 10 p.m. or on weekends when public meetings have been scheduled in advance. Foot patrols at this location are provided within the facility and will be carried out in such a manner as to cover all key vulnerable areas such as floor levels, entrances, exits, stairwells and elevator. The Village will accept the Friday 15 minute coverage to be provided by the supervisor on duty in the Parking Garage system. Successful contractor will be required to perform patrol responsibilities including:

- Via a desk/staging area at the main entrance to Village Hall, open and close an electronic gate as directed to allow ingress and egress by employees and the public at the 5:00 p.m. general closing time for Village Hall as well as secure other access doors into Village Hall prior to the start of evening public meetings – which generally begin at 6:30 p.m. and at which time the facility is re-opened.
- Walk the facility during even hours when Village Hall is open for public meetings, but not for general business, to assure the safety and security of the public in the facility.

CONTRACT DIVISIBILITY:

The Village of Oak Park reserves the right to divide the services sought in this request for proposal between two qualified vendors.

1. Equipment:

The Contractor shall provide all vehicles, clothing, security equipment, cell phones, safety equipment and other related materials necessary to perform the services. Security officers must carry identification clearly showing they are Village authorized security. The cost to provide these materials shall be incorporated into the Contractor's proposed bid amounts.

2. Personnel Assignment:

The Village reserves the right to designate alternative personnel of the Contractor when the Village is dissatisfied with the performance of assigned personnel after the contract commences.

3. Village Training:

The Contractor's staff will be expected to attend training on various Village policies including, but not limited to software, procedures, Village Code requirements, and tree protection. Such training will be provided by or through the Village, at its cost.

4. Policy Compliance:

The Contractor and its staff will be required to execute and comply with certain Village policies regarding computer software and other user agreements.

VI. Qualifications

This section of the specifications outlines the minimum qualifications that are acceptable to the Village of Oak Park for the protection of the Holley Court Parking Garage, Avenue Parking Garage, the OPRF Community Parking Garage and/or the Village Hall Facility. The section is broken down into specific sub-headed requirements and consideration will be given to those security company vendors that meet and/or exceed the criteria established.

AGE, EDUCATION, AND EXPERIENCE

All officers employed for security duties at these locations will be at least 21 years of age and, completed high school requirements or equivalent written examination. They must also be American citizens or be legal residents.

EXPERIENCE

Preference will be given to those security agencies whose staff has had at least two years of experience in the contract security field. Those with staff having a minimum of two years experience with high-rise parking facilities; parking revenue control equipment, and/or having three years of military experience with an honorable discharge will be given special consideration.

A. QUALIFICATIONS FOR SUPERVISORS

The security company vendor selected will ensure that all site supervisors possess the qualifications stated in paragraphs 2.1 and 2.2 above, plus a minimum of two years of site supervision experience in high rise parking facilities and public facilities similar to those at Oak Park.

Any available references or testimonials that relate to supervisory candidates should be submitted with the proposal package for this project. These references will be reviewed by the Village of Oak Park.

SCREENING EVALUATION AND RECRUITING

In addition to the educational and experience qualifications stated in section 2.0, all vendors will ensure that the London House psychological survey (or approved equal) is officially completed by each employee and that the results of these surveys are approved by London House or the alternative agency.

All of vendor's security personnel employees will have undergone the state legislated mandatory levels of training in basic security before assignment (See also other additional training requirements outlined in Section 4).

All of vendor's employees will be state licensed security officers and will possess a State of Illinois Department of Professional Regulation Card.

Vendor will ensure that all of its employees possess valid and current drivers' licenses.

Vendors will ensure that a criminal background check has been conducted on all employees and that none of its employees have criminal convictions.

Vendors will ensure that employees are capable of performing in a security staff environment, have sound judgment, and are ethically responsibly employees.

All vendors will ensure that each employee has submitted to a drug test prior to or during employment with vendor and is drug free.

All vendors must be licensed independent security vendors and must fully comply with all applicable state, federal and local codes, and laws.

The vendor selected must conduct reference checks and obtain the employment history of each applicant considered for the position of security officer at any of the Village's locations. A report on the history of each applicant will be submitted to the Village of Oak Park prior to that employee reporting for duty at a Village's location, upon request.

The records and qualifications of all new employee applicants of the vendor selected will be provided to the Parking Operations Supervisor prior to new employee being assigned to the Village's account. The Village reserves the right to reject any employee or supervisor of the vendor deemed unsuitable for a security position. All new employees of the vendor assigned to Village's account will be introduced to Parking Operations Supervisor at the beginning of employees' assignments.

The Village reserves the right to remove any employee or supervisor of the vendor selected behaving in an inappropriate or unprofessional manner. Examples of such behavior include, but are not limited to, doing any of the following during duty hours: making personal calls, sleeping, smoking outside of designated areas and allowing visits by friends/family. Vendor selected will make immediate arrangements to replace such an employee, coordinating this change with the Parking Operations Supervisor.

Any additional qualifications that a vendor (or its employees) possesses over and above those called for in these specifications shall be identified to the Village of Oak Park for review and consideration. Examples are bilingual qualifications, parking equipment and revenue control experience, or other technical qualifications.

SUMMARY: In addition to the stated qualifications and screening requirements all employees of the vendor assigned to Village locations should demonstrate good written and verbal communications skills, speak English, have good work attendance records, and have excellent public relations skills. Training and experience in electronic security systems, such as closed circuit TV and computerized intercom systems will be an advantage.

INDUCTION AND ONGOING TRAINING PROGRAMS.

GENERAL: This section covers the minimum training practices acceptable for this contract. It is mandatory that the vendor identifies all other training programs available and will submit a full description of those programs that exceed the standards set by this specification. Such specialist programs that deal with high profile public relations or other training relevant to the protection of high rise parking and public facilities should be submitted for full review by the Village of Oak Park and their advisors.

Where classroom and field training sessions apply, selected vendor will provide the Village with a signed certificate for each employee trained that certifies successful completion of the training. Certificate should also briefly describe the training and specify the date of the training and the hours the employee spent in said training.

PRIVATE DETECTIVE PRIVATE ALARM AND PRIVATE SECURITY ACT 1993. All applicants should have received the minimum state legislated course in basic security as per the above-mentioned act and / or the equivalent of private training by the security company selected.

ONGOING TRAINING CATEGORIES. Each security firm vendor will provide a list of training categories with a full category description and a schedule of their training program (field/class). Each security firm vendor will provide a breakdown of the number of hours per month allocated to training, upon request.

All security agencies are requested to submit copies of documentation that verifies training, minimum of 8 hours pre-assignment or formal training plus 32 additional hours within 3 months of assignment. The following training programs are considered to be minimal acceptable standards for this contract:

- Internal and external patrolling techniques
- Public relations and good communication skills
- Reducing criminal and civil liability
- Security in law enforcement
- Life safety and fire hazard
- Bomb threats and emergency procedures
- Report writing and administration skills
- Use of force and the law
- Company philosophy of grooming and deportment
- Post order book implementation
- Site policies and procedures (Those of vendor selected and of Village of Oak Park)
- Maintaining a safe working environment
- Powers of arrest and detaining procedures
- Defensive tactics and apprehension
- Certified First Aid / CPR
- Use of AED defibulator

- Use of chair lift at Village Hall
- General crime prevention
- Control of hostile individuals and threatening situations
- General observation skills
- Incident investigations and crime scene preservation
- Conflict management
- Relationships with local law enforcement groups
- Basic Self Defense
- Court procedures and attorney relationships
- Conduct on witness stand
- Security awareness training techniques
- Surveillance security systems and radio communications

The Basic Self-Defense course shall be the P.P.C.T. course or equivalent and the Defense Tactics Systems course shall be the Monadnock Defensive Tactic or equivalent.

MULTILEVEL PARKING FACILITIES TRAINING

Security agencies are requested to submit an outline of training courses given to their operatives that relate specifically to parking applications and municipal facilities. Descriptions of each subject should be covered and included with this submission. Methods of patrolling internally and externally should be included together with policies and procedures.

SUPERVISOR TRAINING

Though it is a requirement that all supervisors receive the levels of training specified in section 4.3 of this RFP, all security agency vendors are requested to provide any specific managerial training that is offered to their supervisors, in addition to the training listed in section 4.3.

This section should also include a summary of career path training and promotional levels achieved through the passing of examinations and training categories.

REPORTING PROCEDURES AND POST ORDERS

GENERAL: Selected vendor will provide reports outlined below to the Parking Garage Supervisors in both electronic file and hard copy format. Reporting requirements are subject to change in the sole discretion of the Village, but will generally not change in terms of workload. The final form of report(s) shall be provided by successful contractor to Village for review and approval.

REPORTS REQUIRED:

A. Incident Report

This report will be compiled for each incident experienced in the garage by contractor's staff involving public or private property damage, customer disputes, requests for Village of Oak Park Police assistance, law enforcement service requests. This includes reporting issues with technology and equipment.

B. Daily Security Checklist

This report is to be completed for each structure, by each shift noting physical condition of equipment within garage (a sample of required information is attached in the Appendix)

C. Statistical Data Sheet

This report is to be completed for each structure, by each shift, noting statistical data related to equipment failure, elevator failure and maintenance issues report to Village staff.

Selected vendor will gather the Incident Reports, Daily Security Checklist and Statistical Data Sheets for each week and provide them to the Parking Garage Supervisors, Director of Parking & Mobility Services and the Deputy Police Chief of Patrol by 11:00 A.M. Monday. Incident Reports of a significant nature should be provided daily.

D. Monthly Incident Report

This report must be broken down by location and must include a summary of all incidents occurring at each location during the reporting month. The report must also sum the incidents recorded for each location in order to provide a total for each type of incident. Some examples of incidents include disturbances at any location, suspicious behavior, and break down or failure of equipment at any location (lights, parking ticket dispensers, etc.).

Selected vendor will provide the Monthly Incident Report to the Parking Operations Supervisor during the first week of the month following the month covered in the report.

C. Weekly Employee Schedule Report

This report will specify which outline plans for full security coverage of all locations as well as which employees will be working which shifts for the following week. Selected vendor will submit this report by 11:00 A.M. on each

Wednesday to the Parking Garage Supervisors prior to the week covered by the Weekly Employee Schedule Report being submitted.

D. Roving Supervision Report

This report will document the random checks carried out by the contractor's management to monitor the security efficiency as outlined in section 6. Selected vendor will submit this report to the Parking Garage Supervisors on a monthly basis.

POST ORDERS: Selected vendor will be required to compile a Post Order Manual, which will give a description of all duties of an employee specific to each location, specifically the entire internal and external patrolling procedures and methods used. In addition, the Post Order Manual must contain all security policies, directives, and procedures of both the selected vendor and of the Village of Oak Park. A site plan for each location must be included in the Post Order Manual. Details of the CCTV and intercom systems will also be kept in the post order manual. A copy of the Post Orders will be provided to the Parking Garage Supervisors and the Director of Parking and Mobility Services.

FIXED POINT COVERAGE FROM THE SECURITY ROOM AT THE HOLLEY COURT PARKING GARAGE

Holley Court Parking Garage

Selected vendor will provide fixed-point coverage from the Security Room at the Holley Court Parking Garage 24 hours a day, seven days per week. All mandated duties contained in the post/standing orders compiled by the Village of Oak Park will be carried out by this supervisor during his/her shift.

It is anticipated that the supervisor's shifts will be during the critical hours of operation a minimum of five days per week. Supervisor shifts should overlap a Mon - Fri schedule and a Tuesday - Sat schedule to provide supervisors Mon-Sat. The security desk hourly coverage will be handled by trained security staff provided by the security company vendor selected.

Avenue Parking Garage

A security officer will be required at the Avenue Parking Garage for a minimum of 16 hours per day, Monday through Friday. Initial hours of coverage will be 6:00 A.M. until 10:00 P.M. Coverage may be expanded if deemed necessary.

GARAGE PATROLS: The hours of operation for all 3 garages are 24 hours per day, seven days per week, 52 weeks per year. Selected vendor will conduct 1 mobile and/or floor patrol 24 hours per day, 7 days per week at the 3 garage locations. Additional coverage may be necessary and may be added once the security operation has been established between the Village and the selected vendor. Addition coverage or locations added during the duration of contract awarded to selected vendor will be charged at the rate submitted by the vendor with this proposal.

ROVING SUPERVISION: Security company vendor selected will ensure that the Village is also supported with roving supervision that is provided as part of the company overhead and not as BILLABLE hours to any Village location. These individuals will be management staff and available to Village management staff to review questions or concerns with contractual services. In addition, they will carry out random checks at least three times per month in order to monitor the security efficiency at all garage locations and ensure their familiarity with the operation. Reports on these visits should be issued to the Parking Garage Supervisors on a monthly basis.

ADD ALERTERNATE:

VILLAGE HALL FACILITY: Security company vendor selected is to provide staffing to cover regular schedule and occasional evening and weekend security at the Village Hall facility. Typical hours for staffing are Monday through Thursday from 5:00 P.M. to 10:00 P.M. unless notified of changes. The vendor selected may need to provide coverage for special events on an as needed basis upon request. Event locations will be within the Village at Village Hall or the Public Works facility.

2. UNIFORMS

GENERAL: The security company selected will be responsible for providing cleaning and maintenance of all officers' uniforms. Each officer will be provided with sufficient quantities of each uniform item to ensure that constant smart and clean department is effected. Uniforms will be as follows unless alternatives are requested by the Village of Oak Park.

- A. Vendor may elect to require all employees to wear a shirt with tie uniform or a polo shirt uniform. Due to the nature of the parking garage environment, the polo shirt uniform is preferred. In the event the shirt/tie option is elected, shirt shall be light in color (a consistent color for all staff) with a dark tie (again, same tie for all staff). Alternatively, if the polo shirt is elected, a dark color shall be selected consistent for all staff. Nameplates will be over the right breast pocket area. Security badge will be over the left breast pocket area and may alternatively be in the form of a patch that is a badge or the company logo.
- B. Shoes will be black lace-up and will be highly polished at all times.
- C. Belts will be single, dark colored leather.
- D. Harness duty belts will be single, dark colored leather.
- F. Military style jackets will be navy blue or of a color designated by the Village of Oak Park Parking Garage Supervisors.

- G. Pants will be navy blue or of a color designated by the Village of Oak Park Parking Garage Supervisors.

Winter wear will be provided by contractor to all employees and this will consist of Blauer waist length police jackets with a removable liner. Jackets should designate "security" or "customer service" so that individual contractor employees are easily identifiable.

The Village of Oak Park Parking Operations Supervisor must approve all uniform items.

EQUIPMENT: Unless otherwise stated by the client all officers will carry, and at all times be in possession of the following items of equipment:

- Walkie-Talkie or Telephone with push to talk technology provided by contractor and compatible with push to talk devices carried by Parking Services staff.
- On duty supervisor will have a smart phone with email access to a Contractor email account.
- Vehicle or Segway provided by contractor for roving patrols of structures as outlined in this Request for Proposal
 - Vehicle must be a late model vehicle.
 - Vehicle or Segway must be clearly marked and properly identified with the selected security vendor's name and/or logo.
 - Vehicle must be in good general condition, kept clean, and maintained for a professional appearance and reliable use.
 - If vehicle is selected, instead of Segway, must be able to transport materials such as sand, salt, traffic cones and barricades.

The Village of Oak Park Parking Operations Supervisor must approve all equipment.
Note: Training and experience in the use of this equipment is mandatory.

VII. Licenses

Each Contractor submitting a proposal shall possess all necessary federal, state, and local licenses as are required by law, and shall, upon request, furnish satisfactory proof to the Village that the licenses are in effect during the entire period of the contract for each individual assigned to work under the contract.

VIII. Project Schedule/Term of Contract

The Village intends to review all proposals and select a Contractor in 2016. The anticipated timetable for the process is:

Proposals submitted shall be valid through 2016. A contract for services shall be executed between the Village and Contractor with contract services anticipated to become effective on TBD. All Contractor staff assigned to provide the required services shall have obtained their designated certificates and qualifications prior to the RFP submittal due date. The Village will enter into a contract with the selected Contractor for an initial term limit of twelve (12) months, with provisions for an option to renew/extend the contract for an additional four (4) years that are 12 month periods each.

IX. Proposal Requirements

All proposals must be received at the address set forth herein no later than **4:00 PM CST on Wednesday June 22, 2016.**

Late proposals will not be accepted. Proposals shall be hand delivered or mailed. Emailed or faxed proposals will not be accepted. Contractors are to submit all materials together in a sealed packet, in accordance with the Instruction to Bidders, Attachment C. Contractors must submit five (5) copies of the proposal.

Proposals must include, at a minimum, properly completed and executed all documents as required by the RFP. Proposals must be signed by an authorized official of the Contractor, along with the name of the official and his/her title typed below the signature.

The submission of the Proposal grants permission to the Village to make inquiries concerning the Contractor, its principals, officers, and directors to any persons or firms the Village deems appropriate.

The following information must be addressed in the proposal:

[THIS SPACE LEFT INTENTIONALLY BLANK]

PRE - QUALIFICATION AND AGENCY EVALUATION

[Please attach more sheets for responses as needed.]

Company Name: Securitas Security Services USA, Inc.

Address: 150 S. Wacker Drive, #50LL

City: Chicago State: IL Zip: 60606

Telephone #: (office) 312.474.5324; (cell) 312.282.7270 Contact: Steve Vitale

Email address: steve.vitale@securitasinc.com

Note any and all names that the company has operated under since 2002.

Securitas Security Services USA, Inc.

State of Illinois License

123.000332; 122.000899

Describe any licensing disciplinary action taken against the company since 2002.
Not to the best of our knowledge.

Securitas USA is the target of various lawsuits in the ordinary course of business. Usually, Securitas USA is named in these lawsuits as a result of its presence on the property and the assumption Securitas USA is insured. This litigation is often without merit and/or unrelated to the nature of the services Securitas USA provides. We do not believe these claims materially affect the company or should be considered an indication of a pattern of troubled performance.

What is the size and location of local office?

Securitas USA employs over 3,000 security officers in the immediate Chicago area and over 2,500 of which are based at our Wacker Drive Branch Office. Our ability to immediately deploy strategic resources to your properties (include K9 services and off duty law enforcement) is unmatched for any ongoing, emergency or special event/temporary coverage requirements you may have.

Our local branch offices possess multiple facets of support. The area support staff typically consists of the following personnel, varying slightly amongst branch offices.

Shared Services/Management Support -

Area Human Resource Manager

HR Specialists

Area Recruitment Manager

Recruitment Specialists

Payroll/Schedulers

Field Supervisors

Area Trainers

Finally, we have a long-standing working relationship with the local police departments and can readily fill Village of Oak Park 's security requirements with off-duty police officers, if required to do so. Our strong partnership with the police department benefits Hines with the reassurance that your security plan will meet or exceed your expectations.

How long has this office been operating? Over 100 years

1. Profile/Resume of Operations Supervisor, Supervisors and Senior Executives.

Please see attached management resumes which immediately follow.

All Officers Registered and/or Licensed? **Yes** **No**

3. A copy of the Company's financial prospectus and a statement of any lawsuit or labor action to which the company is currently a party.

Securitas USA is the target of various lawsuits in the ordinary course of business. Usually, Securitas USA is named in these lawsuits as a result of its presence on the property and the assumption Securitas USA is insured. This litigation is often without merit and/or unrelated to the nature of the services Securitas USA provides. We do not believe these claims materially affect the company or should be considered an indication of a pattern of troubled performance.

FINANCIAL INFORMATION (USD)	FY 2015	FY 2014	FY 2013
FINANCIALS ARE SHOWN IN	MILLIONS	MILLIONS	MILLIONS
Cash	940.6	792.7	761.5
Accounts Receivable	557.8	523.3	485.4
Notes Receivable			
Inventory			
Other Current Assets	88.5	73.6	84.9
CURRENT ASSETS	1,586.9	1,389.5	1,331.8
Fixed Assets	40.4	368.0	36.8
Other non-Current Assets	983.0	985.6	964.2
TOTAL ASSETS	2,610.3	2,413.0	2,332.8
Accounts Payable	7.3	12.0	10.6
Principal Due Next Year			
Short term portion of notes payable	7.4	6.4	5.8
Other Current Liabilities	232.5	188.2	218.9
CURRENT LIABILITIES	247.2	206.6	235.3
WORKING CAPITAL	1,339.7	1,182.9	1,096.5
Long Term Debt	97.6	95.6	94.6
Other Long Term Liabilities	68.3	77.9	67.4
Deferred Credits			
TOTAL LIABILITIES	413.1	380.1	397.3
NET WORTH (EQUITY)	2,197.2	2,032.9	1,935.5
TOTAL LIABILITIES & EQUITY	2,610.3	2,413.0	2,332.8
Net Sales	3,295.2	3,180.7	3,087.2
COGS	2,796.2	2,710.7	2,621.9
EBIT			
Before Tax Income	166.3	141.4	142.5
Net Profit	163.5	118.4	140.7

*Please see our attached year-end financial statements for 2015. Our Annual Report can be found at our website under Investment/Financial Reports.

4. List 4 local references:

	<u>Company</u>	<u>Contact Name</u>	<u>Telephone</u>
a.	<u>Metra Rail Road, Bryan Mack (312)542-8108 , Metra Police Commander</u>		
b.	<u>The Richard J. Daley Center, Ed Carik (312) 603-3471, Director of Security</u>		
c.	<u>World Finest Chocolate, Anthony Gargiulo (773) 847-4600, VP of Human Resources</u>		
d.	<u>Inter Park , LLC , Jim Doria (312) 907-2832, Vice President</u>		

State the number of years in this business 100+ years .

The major companies that make up Securitas Security Services USA, Inc. were founded as follows: Pinkerton's – 1850 and Burns International Security Services – 1909.

Securitas AB, our parent organization, is based in Stockholm, Sweden, and was founded in 1934.

In 1999, when Securitas AB entered the U.S. market by acquiring Pinkerton's Inc., the company became the largest security firm in the world. In 2000, Securitas AB acquired Burns International Security Services. That same year, Securitas AB made a number of other U.S. acquisitions. First Security, American Protective Services, Doyle Protective Service, Smith Security, and APG Security were all purchased, giving the company a strong American foundation. The acquisitions also positioned Securitas AB as the market leader in the United States with an 18 percent share of the guarding business. In July 2003, all of the U.S. operations of Securitas AB united under the single name of Securitas Security Services USA, Inc.

5. A written overview of the company's history. Include the number of years the company has been in business, the location of the corporate headquarters, and the total number of people employed by the company. Note any and all names that the company has operated under since 1999.

Overview

The ultimate parent company of Securitas USA is Securitas AB, the world's largest provider of security services. Securitas AB has three business segments: Security Services North America, Security Services Europe and Security Services Ibero-America. Securitas AB is a publicly owned company headquartered in Stockholm, Sweden. Securitas AB has approximately 320,000 employees worldwide, with established operations in 54 countries and the ability to provide services in approximately 90 countries worldwide. Securitas AB has subsidiaries with business operations in North America, Europe, Latin America, the Middle East, Asia and Africa. Securitas AB's 2015 revenues were over \$10.06 billion.

About Securitas AB

Securitas AB had a visionary approach to security. The company had high ideals and set the standards for quality, service and professionalism that revolutionized the field. In 1934, when Securitas AB's founder, Erik Philip-Sörensen, established the forerunner of Securitas AB, a private security firm in Helsingborg, Sweden, he created a model for Western Europe of how a guarding company should operate. He pioneered training and developed a cooperative effort with the fire department to ensure that his guards possessed firefighting skills. In the late 1940s, after the two world wars, the demand for more advanced security services increased. Securitas Alarm was formed to offer technology as a complement to the guarding services. In 1972, all of Philip-Sörensen's companies were combined under the collective name of Securitas AB, the Latin word for security. Securitas AB's high ethical nature is another distinguishing characteristic of the company.

The firm's core values are summarized in three words—Integrity, Vigilance and Helpfulness. These are the guiding principles for Securitas AB and subsidiary employees. A logo with three red dots, representing each of the values, was created. It became the recognized symbol for Securitas AB in Sweden, and later throughout Europe and North America.

About Securitas Security Services USA, Inc.

In 1999, when Securitas AB entered the U.S. market by acquiring Pinkerton, the company became the largest security firm in the world. At the time, Securitas AB was already the leading protective services company in Europe, but few in America were aware of the firm's stature in the industry or the respect associated with its name.

Like Securitas AB, Pinkerton had a rich history dating back to 1850 in Chicago, when Allan Pinkerton, the "original private eye," founded the Pinkerton National Detective Agency. Pinkerton was employed to protect railroad property and first gained fame for exposing the activities of a band of counterfeiters. In 1861, he achieved national recognition when he uncovered and foiled a plot to assassinate Abraham Lincoln. Soon after the outbreak of the Civil War, Pinkerton helped organize a federal secret service, of which he became chief. His pursuits of notorious outlaws such as Jesse James, the Reno brothers, and the Wild Bunch (a group of bandits led by Butch Cassidy and the Sundance Kid) brought extraordinary visibility to his agency.

In 2000, Securitas AB acquired the legendary American private security firm, Burns International. Founded in 1909, the William J. Burns Detective Agency was also headquartered in Chicago. Burns was a man of integrity who had served as a national crime watchdog. During his career, he was known as "the greatest detective the U.S. had ever produced." In 1921, he was appointed director of the newly formed Bureau of Investigation that later became the FBI. Burns' drive, determination and commitment to service helped his company grow from a small detective agency to the second largest security provider in the U.S.

That same year, Securitas AB made a number of other U.S. acquisitions. First Security, American Protective Services, Doyle Protective Service, Smith Security, and APG Security were all purchased, giving the company a strong American foundation. The acquisitions also positioned Securitas USA as the market leader in the United States.

In July 2003, all of the U.S. guarding operations of Securitas AB united under the single name of Securitas Security Services USA, Inc.

Corporate Headquarters Address:

2 Campus Drive
Parsippany, NJ 07054

Local Branch Office Address:

150 S. Wacker Drive, #50LL
Chicago, IL 60606

6. A description of any licensing disciplinary action taken against the company since 2002.

No, not to the best of our knowledge.

Securitas USA is the target of various lawsuits in the ordinary course of business. Usually, Securitas USA is named in these lawsuits as a result of its presence on the property and the assumption Securitas USA is insured. This litigation is often without merit and/or unrelated to the nature of the services Securitas USA provides. We do not believe these claims materially affect the company or should be considered an indication of a pattern of troubled performance.

7. An overview of screening, evaluation, and hiring policies together with a copy of all documentation currently in use.

Below is an overview of our background checks, hiring policies and attached to this proposal please our background check procedures drug screening policies.

The Illinois Department of Federal and Professional Regulation runs Criminal/Child Support/School Debt background checks on all personnel applying to work in the private security industry. If they do not pass this background check, they cannot be licensed to work in the Security Field, which the license is required in Illinois. Also, they keep active tabs on all licensed private security officers, so that if anything comes up while they are licensed, the State notifies the employee/employer that they need to be removed from work until whatever the situation is comes to a resolve, if possible.

Example: If a person that is working as a private security contractor gets arrested for something like theft, battery, dui, etc., the IDFPR would make notifications as soon as they become aware of it.

Securitas goes above and beyond the State's background check and does

one of our own and in every state that the employee has legal record of living in. This is not a requirement by the State but Securitas is dedicated to hiring/retaining the highest of caliber staff.

Our standard background also verification includes the following:

- military service - (DD 214) - nature of separation.
- criminal records check of both misdemeanors and felonies for a seven year residence and work history (or as required by state statutes).
- Social Security number trace.
- Department of Motor Vehicles driver's license search for all driving positions.
- former employment verification-past 7 years.
- reference checks.
- higher education degree verification

Our Standard Drug Screen includes the following and can be completed by an oral swab.

- Marijuana (THC)
- Cocaine
- Opiates
- Methamphetamine
- Amphetamine
- Phencyclidine

RECRUITING

At Securitas USA, our business is based on people. Therefore, Securitas USA has developed and produced an extensive manual to support our field personnel in recruiting, hiring and leading employees. The recruiting guidelines, **SERVICE HEROES**, include recruiting strategies, programs and processes to effectively attract the right people to our company. Recruiting functions are handled by the human resources manager of each local office servicing Village of Oak Park.

The Talent Network

In support of our continuous efforts to attract top talent to Securitas, we have partnered with CareerBuilder to implement a new recruitment tool called the Talent Network. While there are a number of features inside the Talent Network, for us it will serve as a way to communicate the importance we place on continuously connecting with the right people.

SELECTION AND HIRING OF PERSONNEL

At Securitas USA, our employees are our product, so hiring the right people is critical to our success. Securitas USA selected Kronos Inc's Enterprise Talent Suite™ to hire and develop the best workforce in the industry. With Kronos, Securitas USA has the ability to source and prescreen candidates, administer Kronos Assessments to select the best security officers, and conduct background and drug screening before a hire is made. The system also automates the entire employment period, including performance management, from start to finish. The implementation of HMS in Securitas USA's field offices, has had a very positive impact on operations, including:

- increased applicant flow.
- reduced time to hire.
- better utilization of branch office staff.
- improved screening and hiring tools.
- better hiring statistics to focus on process improvements.
- compliance with company policies and procedures.
- compliance with federal, state and local regulations.

SECURITAS EMPLOYMENT ASSESSMENT TOOL (SEAT)

All Securitas USA security officer candidates must successfully complete the Securitas Employment Assessment Tool (SEAT) as part of the application process. The Securitas Employment Assessment Tool (SEAT) is a tool used as part of Securitas USA's pre-screening process. The tool was created specifically for Securitas USA and is comprised of custom content questions designed to assess an applicant's ability and readiness to perform the functions of a security officer for Securitas USA. The questions were developed by Securitas USA subject matter experts based on the knowledge, skills, abilities and personal characteristics that a security officer must possess on the first day of the job. The SEAT is administered as part of the online application process.

SELECTION PROCESS

When we look at the people, we will build a job profile for each and every post at your facility. We will look at the duties and requirements and match up the skills and experience needed to find the right officers and supervisors for your site. Securitas USA focuses on selecting employees capable of service excellence to Village of Oak Park. Our step-by-step process goes well beyond the industry norm to focus on selecting world-class employees. In addition, our process identifies candidates who possess those traits we believe are critical to both of our organizations, such as honesty, integrity and a strong customer service orientation suited to the culture and operating environment of Village of Oak Park. Our in-depth selection activities are standardized within an eight-step selection process that screens out unqualified candidates and identifies those with critical traits such as honesty, integrity, and a strong customer service orientation.

8 Step Selection Process:

- 1. Job Application**
- 2. Initial Interview**
- 3. Drug Screening**
- 4. Background Verification**
- 5. Assignment/Scheduling Meeting**
- 6. Site Interview**
- 7. Security Officer Introduction Exam**

8. Work Authorization Confirmation via E-Verify

*Please see our attached Hiring & Selection Program, as well as, Sample Background Report which immediately follow.

Describe the benefits package for employees assigned to this contract.

Officers assigned to work at this site will receive the Chicago prevailing wage at a minimum which is \$10.50 per hour. Officers will receive paid vacations, paid sick days, health insurance offering, pension and paid holidays.

Below are details in regards to Medical Plans, Dental Plans, Pension Life and Accident Insurance.

Securitas offers its security officers benefits/incentive programs that are unmatched in the security services industry. The benefits/incentives offered by Securitas to all eligible employees include the following:

Medical Plans:

Securitas offers a medical plan to all full-time security officers that is compliant with the minimum value and affordability provisions of the Affordable Care Act (ACA) and applicable state/local laws. Our self-insured plans are administered by Anthem™. We also provide access to many regional HMOs where required. Detailed comparative information regarding coverage and premium costs for all plans is available.

Health Information and Assistance

Active participants in our self-insured health plans have 24-hour online and telephone access to a variety of information resources to help them manage their health care, including:

- Anthem Member Website www.anthem.com/ca.
- Find a Doctor.
- 24/7 NurseLine™.
- Estimate your Cost.
- Anthem ConditionCare™ disease management program.

Dental Plans:

Securitas offers a choice of two dental plans through Aetna™. Both the Dental PPO and the DMO provide excellent coverage and are available to Securitas employees through payroll deduction. The DMO is not available in all areas.

Vision Care:

All of our officers and their families are eligible for a full service vision program offering flat co-pays for eye exams, frames, lenses and contact lenses, as well as a variety of other vision related services. Plan participants have access to over 22,000 providers nationwide. This program is available to employees through payroll deduction.

401(k) Savings Plan:

All officers may enroll in our 401(k) retirement savings plan. The plan is designed to permit savings on a tax-deferred basis. Security officers may defer 1% to 25% of eligible earnings, up to IRS limits, through convenient payroll deduction. Securitas provides a ten percent (10%) matching contribution on the first three percent (3%) of plan compensation to all officers enrolled in the 401(k) plan (except those governed by special plan provisions).

Life and Accident Insurance:

The cost of this insurance is fully paid by Securitas and is provided to all full time (working over 30 hours a week) security officers, effective on the 90th day of employment. The life insurance benefit is \$5,000 and, in the event of accidental death, the benefit is \$10,000. Additional amounts may be provided through client contract.

Voluntary Supplemental Life Insurance:

All full-time security officers are eligible to purchase up to an additional \$25,000 in life insurance coverage for themselves and their families through payroll deduction. Spouses may purchase up to 50% of the face amount of the coverage elected by the security officer.

Employee Assistance Program:

The EAP program has been instrumental in providing guidance, direction and support services to those employees who seek help. EAP programs assist in early identification of problems and in preventing minor problems from escalating to major issues.

The program is offered at no cost to all Securitas employees, full and part-time, after 90 days of employment. The service is administered by MHN, and can be accessed 24 hours a day, seven days a week by going online or calling a toll-free telephone number. Members are entitled to up to three counseling sessions per incident, per benefit period, and have unlimited online access to EAP information and tools for a wide range of issues, including:

- Marital, relationship and family problems.
- Alcohol and drug dependency.
- Stress and anxiety.
- Depression.
- Grief and loss.
- Child and elder care assistance.
- Financial issues.
- Legal services.

Holiday Pay:

Our officers receive premium wages for all work performed on specified holidays.

Paid Vacations:

Our basic policy for full-time officers provides one week (40 hours) after one year, two weeks (80 hours) after five years, and three weeks (120 hours) after ten years of service. This policy may be amended to comply with the vacation policy of the client, or with applicable state law.

Uniforms:

As standard company policy, all uniforms and equipment are furnished without charge or deposit to our security officers. Our uniforms are issued to employees at the local branch office designated to provide services to our clients. Each branch office maintains an appropriate supply of uniforms to satisfy the needs of security officers and clients. Employees do not pay for the cost of uniforms, but are responsible for the care and cleaning of the uniforms they receive. Any portion of the uniform that needs to be replaced is available at the local branch.

Payroll Choices:

The Securitas Payroll Choices Program gives employees the option to receive their pay either by Direct Deposit or on a personalized Visa® Payroll Card, provided by Citi® Prepaid Services.

The benefits of the EPAY Card include:

- A better payroll payment alternative to employees over paper checks.
- Faster, safer and more flexible access to funds.
- Tools to manage their funds.
- Accommodating employees who may not have a bank account.
- Supporting the organization's green initiatives with a more eco-friendly payment method.

Sons and Daughters Scholarship Program:

Securitas' scholarship program helps to finance higher education for the children of its security officers. Children of Securitas security officers can receive a \$1,500 award to be used for undergraduate study. Awards are given without regard to race, color, creed, religion, sex, disability or national origin. Up to ten awards are given annually.

Employee Purchase / Discount Program:

Securitas partners with a number of companies that allow our employees to participate in their Employee Purchase Programs (EPP) by offering discounts on goods and services. Security officers are eligible to participate in these programs and can obtain more information from their human resource manager.

*Please see our attached Bronze Plan Benefit Summary.

8. A full description of initial training and ongoing training, including all subjects and categories.

Below is an overview of training that is given both on-site and through our Learning Management System (LMS). Our training

E-LEARNING AND THE SECURITAS USA ONLINE ACADEMY

Securitas USA is meeting today's training needs with advanced technology and sophisticated courseware design. The Securitas USA Online Academy leverages our industry-leading proprietary online security training courseware with a comprehensive, state-of-the-art Learning Management System to create the finest e-learning program in the security industry. E-courses offer over 40 security topics that deliver the highest-quality online learning experience and feature highly interactive simulations, engaging and informative graphics, self-paced learning, instant feedback and coaching and real-time performance assessment. Our full-time professional e-learning developers apply principles of human performance improvement and adult learning theory to create our industry-leading courseware. This all adds up to improved performance and consistent training across the organization. Our Learning Management System facilitates course assignments, tracking and monitoring student progress, standard and custom training reports, testing and scoring, and career development, as well as course feedback that allow us to continually improve course material to make it even more effective.

TRAINING PROGRAM

We maintain training certification listing all completed training modules in each officer's file. Upon completion of a training module, the instructor administering the training certifies that this training was satisfactorily completed. For courses delivered on the Securitas USA Online Academy, testing and record-keeping is instant and automatic.

Level 1- Level One focuses on basic security officer skills and exceeds many state-mandated minimum standards for beginning security officers. Candidates must successfully complete this screening process as a condition of being hired. The following general subjects are covered:

Security Officer Introduction - covers many general subjects, including Introduction, Role of Security Officer, Legal Powers and Limitations, Emergency Situations, Communications and Public Relations, Access Control, Diversity, Policies Against Sexual Harassment, Ethics and Conduct. Additional course offerings:

Hazard Communications.
Blood-borne Pathogens.
State Licensing.
Harassment Awareness.
Security Officer Handbook.

Level 2 - Level Two focuses on career development and includes site-specific training as well as Securitas USA's premier Advanced Certification Training (ACT) Program and specialized industry-specific programs. A site-specific training program focusing directly on Energizer requirements will be developed upon our selection as your security partner. On-the-job training, conducted mostly on-site at Energizer, is designed to instruct the officer of the particulars of the job. Specific training such as First Aid/CPR, AED, Fire Guard and Securitas USA's Safe Driving Program (for those required to operate a vehicle as part of the job) will also be conducted at this time. Course offerings:

Site Orientation
AED/CPR/First Aid
Post Orders
Vertical Market Certification
Safe Driving Program
Metal Detectors/Wanding
Advanced Certification Training (ACT) 1
Advanced Certification Training (ACT) 2
Advanced Certification Training (ACT) 3
Work Stoppage Security
Firearms Instruction (if applicable)
In-Service Training
Customer Service

Level 3 - Level Three offers rigorous, specialized training for officers who seek continued development beyond Level Two. Working with their managers to select appropriate courses, officers may choose advanced study in topics such as homeland security, workplace violence, risk assessment, emergency management and more:

Workplace Violence
Professional Ethics
Loss Prevention
Harassment and Discrimination
Security Surveys and Risk Assessment
Teamwork and Leadership
Advanced Customer Service
Hazmat Awareness Level
Homeland Security Issues
Advanced Guarding Technology
Emergency Response

ADVANCED CERTIFICATION TRAINING (ACT)

Securitas USA has developed a three-part course of study known as our Advanced Certification Training Program (ACT 1, 2 and 3), designed to provide advanced training for each security officer. We make this course available to all security officers at the Energizer site. We specifically encourage our security officers to participate as an opportunity to further their

security knowledge and to prepare them for advancement both at Energizer facilities and within Securitas USA. Our ACT Program includes the following materials:

ACT 1-

The professional security officer
About Securitas USA
Professional image and teamwork
Customer service
Post orders
Limits to authority
Protection and observation

ACT 2-

Report writing
Fire safety
Access control
Telephone and radio communications
Patrol techniques
Perimeter control
Vehicle access control

ACT 3-

Workplace violence
Traffic and parking
Crowd control
Bomb threats
Substance abuse
Harassment and discrimination
Fire safety
Emergency response

***Please see our attached listing of Instructor Led Courses which immediately follows.**

- 9. Any special training and special activities of company pertinent to parking facilities and public facilities.**

Securitas provides the following training for officers at this site.

- Management of Aggressive Behavior (MOAB)/Non-violent Physical Crisis Intervention (CPI) provides the techniques of how to recognize aggressive or changes in behavior about to become more aggressive, how to respond to such behavior and uses instructors certified by the companies authorized to teach either de-escalation technique.**
- Class on Officer Safety**
- Class on Basic Report Writing**
- Class on Security Sensitive Areas**
- Drive for Life**

- Ritz Carlton Customer Service Training
- Proper Techniques on Security Patrols

10. Proof of training and understanding of security surveillance equipment systems.

Securitas provides site specific training based on the client's current technology systems. Officers will be required to learn these systems with their Branch Manager and or Training Officers. A test is issued at the end of training to test their knowledge on current equipment. An 80% grade or higher is required prior to an officer monitoring video surveillance equipment.

Securitas also offers video-based patrols form the basis of an all-encompassing security solution. Our remote officers can conduct patrols once or several times per night by utilizing remote patrol. By logging into the camera network, they are able to conduct a full exterior patrol, noting and responding to any unusual behavior in your parking lots, along fence lines and in places which the naked eye alone cannot detect activity. On an interior patrol, our remote officers can check for unauthorized after-hours activity, perform firewatches, and conduct health and safety inspections. A Smarter Way to Patrol Your Premises Remote patrol gives you a proactive security presence that's ready to help deter trouble 24/7. Remote patrolling via strategically placed cameras gives you eyes on your weak spots that can monitor more consistently and cost-effectively than security officers alone. Partner network brings together industry's best Securitas USA has global agreements with some of the security industry's top innovators. This allows us to deliver the best possible technology and services in simple, cost-effective packages. A knowledge leader in security Remote Guarding, managed by Securitas USA, gives you state-of-the-art security in innovative and cost-effective packages. Cutting edge cameras and software create real-time security that helps prevent incidents, optimizes security officers' time and reduces costs. Securitas USA can design, install and maintain the technology equipment used for this service. Securitas USA offers a broad range of services that include specialized guarding, technology solutions, mobile guarding and corporate risk management; we customize offerings that are suited to the individual customer's needs.

11. An overview of the training programs for supervisors, including the frequency of such programs.

Our Certified Security Supervisor training program focuses on the following			
Service Excellence	Role of the Supervisor	Counseling and Coaching	Managing Performance
Quality Customer Service is the Key	The Challenge Ahead	Counseling and Coaching	Why Performance? Manage

Identifying the Needs of Your Customers	Transition to Supervisor	When Should You Counsel or Coach?	Developing Performance Goals
Provide for the Needs of Your Customers	Delegation: A Critical Skill	Giving and Receiving Feedback	Building Commitment
Project a Positive Attitude	Building a Winning Team	Plan and Conduct Counseling and Coaching Sessions	Preparing for the Performance Review
Working With Clients	Making Better and Faster Decisions	Pulling It All Together	Effective Performance Reviews
Take the H.E.A.T. – Put Out the F.I.R.E.	Staying Upbeat		
Proactive Problem Solving			

Each course is taught as a seminar or mentored tutorial and is available online. In addition, supervisors receive four policy-oriented courses in human resources and risk management. The Certified Security Supervisor training program is designed to support lead officers and supervisors by providing the necessary skills and knowledge to lead and coach a team of security officers. Successful completion of this series is also linked to our succession planning for Securitas supervisors and officers. Additional training in the Supervisor Development Path can be tailored to fit the individual requirements of Village of Oak Park.

12. Four copies of all licenses, insurance certificates, and other pertinent information.

We have attached copies of our Illinois State Business License and our current Certificate of Insurance.

13. A written overview of the vendor's experience in providing security at high-rise parking structures; This overview should name specific clients and the city and state in which they are located.

Securitas has serviced the Village of Oak Park's Parking structures for the past 10 years. In addition Securitas also services over 15 high-rise parking structures for Inter Park, LLC in the City of Chicago. These are similar in scope of services since all of their sites require a vehicle tour and static guarding.

Securitas also secures over 25 high rises between offices and residential buildings in the City of Chicago with attached parking garages and or structures located in the building itself. Some of our clients include, the JLL Portfolio, the AON Building, The Richard J. Daley Center, Chase Towers, NBC Tower, Amtrak Parking Garage

14. Qualifications of all staff to be employed at this location, including educational background and details of past experiences at similar locations and the IDPR permanent employee registration card number for each staff member – noting the total number of any registration discipline as well as the reason, that has been

taken against staff. Include any other credentials that suggest superior quality of experience and job knowledge. This requirement includes security personnel, operations supervisors and management, and any individuals performing random inspections.

Below is an overview our standard qualifications to be employed with Securitas.

The following is a brief overview of Securitas USA's minimum requirements for our security officers and supervisors:

Security Officers:

Our security officer personnel must meet the following minimum hiring standards

- at least age 18.
- a reliable means of communication.
- a reliable means of transportation.
- the legal right to work in the United States.
- the ability to effectively speak, read and write English.
- a high school diploma or GED.
- willingness to participate in the Company's pre-employment screening process, including a background investigation and drug screen.

Our screening process provides us the reasonable assurance that our prospective security officers:

- have a stable work history.
- have well-developed interpersonal communications skills and professional composure to fit the Village of Oak Park culture.
- can withstand the scrutiny of a thorough interview and background investigation.
- are drug free.
- able to qualify for and obtain a state security officer license, where applicable.
- Required security officer competencies include:
 - the ability to provide high quality customer service.
 - the capability to exercise good judgment and discretion in all business interactions with others.
 - the ability to be an effective team member.
 - neatness in dress and grooming.
 - the ability to deal courteously, tactfully and effectively with others, both in person and on the telephone.
 - the ability to communicate clearly in English with others, both verbally and in writing.
 - have initiative, integrity and high ethical standards.
 - the ability to maintain professional composure when dealing with unusual circumstances.

Supervisors:

- Must be at least 18 years of age.
- Must have a reliable means of communication (i.e., pager or phone).
- Must have a reliable means of transportation (public or private).
- Must have the legal right to work in the United States.
- Must have the ability to speak, read, and write English.

- Must have a High School Diploma or GED. If not, must be willing to complete the GED program within six months.
- Must be willing to participate in the Company's pre-employment screening process, including drug screen and background investigation.

Education/Experience:

H.S. diploma or G.E.D., and 2 years of security-related training or experience, including lead or supervisory experience, sufficient to meet the requirements of the assigned site, or an equivalent combination of education and experience, as determined by the company. Competencies (as demonstrated through experience, training, and/or testing):

- Must be able to meet and continue to meet any applicable state, county and municipal licensing requirements for Security Officers.
- Must be able to meet and continue to meet requirements for specific skills, certifications or authorizations specified for the assigned site.
- Knowledge of security operations and procedures.
- Knowledge of supervisory practices and procedures.
- Ability to supervise staff, including assigning work and providing training and discipline.
- Ability to provide positive direction and motivate performance.
- Understanding of a variety of security and safety devices and controls.
- Ability to learn quickly and carry out instructions furnished in written, oral, or diagrammatic form.
- Ability to track and maintain schedule assignments.
- Ability to be an effective team member.
- Ability to maintain professional composure when dealing with unusual circumstances.
- Courteous telephone manner.
- Ability to adapt to various sites and changes in post procedures.
- Ability to adapt to changes in the external environment and organization.
- Ability to write routine correspondence, including logs and reports.
- Good organizational skills.
- Strong customer service and results orientation.
- Strong interpersonal skills, with the ability to interact effectively with clients, at various social levels and across diverse cultures.

***Please see our attached job descriptions for full details.**

15. A copy of the company's pre-employment drug testing policy.

Securitas USA mandates a drug free workplace. This policy is widely published and communicated throughout our organization. One of the first things an applicant sees when entering a Securitas USA office is a sign that reads, "At Securitas USA, we screen for drugs." We partner with Pinkerton Global Screening Solutions, a leading provider of public record information and drug screening services to administer our drug screening program, using iScreen, an oral fluid based point of contact screen for drugs of abuse.

iScreen is a six panel screen and is designed to detect the presence of the most commonly used drugs:

- Marijuana (THC)
- Cocaine

- Opiates
- Methamphetamine
- Amphetamine
- Phencyclidine

iScreen provides results in 15 minutes, with no chance of sample adulteration or cross - contamination. Should a confirmation test be required, Securitas USA utilizes Substance Abuse and Mental Health Services Administration (SAMHSA) certified laboratories to perform gas chromatography and mass spectrometry (GC/MS) tests.

In addition to pre-employment drug screening, Pinkerton Global Screening Solutions assists Securitas USA branch offices through:

- collection/test site identification, legal compliance and management services.
- as required and in accordance with state law, implementation/selection of random drug testing participants and coordination with our branch offices and clients.
- data management, records retention and education and training services.
- quality control services and performance monitoring.
- after normal business hours post-injury/accident drug and alcohol testing services.
- an automated system to receive confidential test results quickly to help expedite the hiring process (prior to receiving mailed hard copy results).

Drug-free Workplace Policy –

Securitas USA is firmly committed to assuring the health, safety, and well-being of its employees, clients and the public. Securitas USA has established a strong commitment to maintain a drug and alcohol free work force. Our goal is to ensure that all employees are able at all times to safely and efficiently perform their duties. The illegal manufacture, distribution, possession, use, or being under the influence of narcotics, drugs or alcohol is strictly prohibited at any time

while you are on duty, or on Company and/or client premises, or in Company or client vehicles. Any illegal substances found in the workplace will be confiscated and turned over to the appropriate law enforcement agency immediately. Violation of this policy will result in immediate disciplinary action, up to and including termination of employment.

The Company's program includes the following, in accordance with applicable state law:

- Post-Offer Drug Screen
- Reasonable-Cause Drug Test
- Post-Injury/Accident Drug and/or Alcohol Test
- Random Drug Testing (where required by client contract and/or permitted by state law)
- Periodic Drug Testing (where required by client contract and/or permitted by state law)

Securitas USA provides all of its new hires with a copy of "Securitas USA Drug-Free Workplace" booklet. If you do not have a copy, you may obtain one by contacting your local Human Resources Department.

16. A copy of the company's post employee and random drug testing policy.

Securitas USA can utilize various other drug testing panels to screen for specific types of drugs beyond our standard screen when required by our clients. Securitas USA's Drug-Free Workplace Program also conducts post-

injury/accident and reasonable-cause drug and alcohol testing as a matter of company policy. In addition, we can conduct random drug screening in accordance with client requirements and statutory regulations.

17. A description of the company's process for conducting pre-employment background checks and what steps are taken to during the course of employment to maintain and verify employee background information

Securitas USA utilizes Pinkerton Global Screening Solutions, to conduct pre-employment background verifications that meet or exceed state security officer licensing requirements.

Our required background verification includes the following:

- military service - (DD 214) - nature of separation.
- criminal records check of both misdemeanors and felonies for a seven year residence and work history (or as required by state statutes).
- credit check (when required for legitimate business reasons by our clients).
- Social Security number trace.
- Department of Motor Vehicles driver's license search for all driving positions.
- former employment verification-past 7 years.
- reference checks.
- higher education degree verification.

***Please see our attached background screen program for details**

18. An overview and description of the patrolling policies used at similar locations.

Below are some of the following patrolling policies at similar locations.

- Hourly vehicle patrols from top of every parking structure to the bottom.
- Patrols are to be completed around the exterior of every structure and interior
- Patrols are done systematically and unsystematically to diverting a common hourly pattern
- Officers check every round utilizing Vision 2.0 and Securitas Connect-Please see attached
- A vehicle count and pictures of license plates, make and model are required for unauthorized parkers

Securitas also utilizes our Mobile branch to provides high quality, high value security solutions.. Securitas Mobile enables all size entities to access security offerings such as patrols, property inspections, alarm systems and alarm response services – which are typically only available to larger entities. Mobile services combine mobile patrols and alarm and incident response with cutting edge technology to design a customized solution that meets your needs.

Securitas Mobile offers a variety of affordable security solutions for your business, including:

- Exterior patrol inspections
- Interior patrol inspections
- Alarm response
- Parking lot patrols
- ATM skimming device inspections
- Lighting checks and reporting
- Employee escorts
- Dedicated patrols between multiple properties

19. Proposed post orders, policies, procedures, and reports for security that would be utilized by the company relative to this contract and in consideration of the Appendix.

Please see attached documents.

20. A proposed Management Plan that describes the company's plan for meeting the requirements of the contract. The Management Plan should define how the private security company will utilize unarmed staff to ensure timely, professional and high quality performance and achievement of deadlines. Elements of the private security company's technical ability that must be addressed in the Management Plan include but are not limited to: (A) organization and management, (B) the company's Inspection system, (C) key personnel, (D) training plan, (E) surveillance detection, (F) personnel action prevention, (G) experience in the use and maintenance of the property used in performance of this contract. The Management Plan must contain:

- proposed lines of responsibility, authority, and communication;
- proposed organizational structure;
- proposed transition plan
- client relationship management plan
- description of plans that identify and resolve problems;
- an augmentation plan that demonstrates the ability to respond to workload fluctuation in a timely manner
- a sample of all daily, weekly, and monthly report forms and other relevant documentation currently used by company.

LOCAL ACCOUNT MANAGEMENT TEAM:

Site Manager -The site manager interfaces with Village of Oak Park's security manager on security services delivery, and is responsible for all Securitas USA personnel and services at Village of Oak Park and for the supervision of the site supervisors.

Shift Supervisors - Shift supervisors are responsible for the supervision of officers on their respective shifts.

Area Vice President (AVP) - The AVP ensures the delivery of high quality client service through regular contact with clients, evaluates service quality, ensures that area and branch offices maintain a consistent focus on high quality client service, and provides guidance and support in the retention of profitable business.

Field Supervisors - Spearheading field supervision and training for each branch office are the field supervisors. They participate as your non-resident supervisors. It is the responsibility of the field supervisors to administer the continuing training of the officers assigned to each facility. Since this group is a most vital extension of the management team, proper selection and training are important.

Branch Manager - The branch manager provides active oversight of all accounts in his/her area. The branch manager facilitates decisions to meet the needs of Village of Oak Park, and meets regularly with the security manager at Village of Oak Park to evaluate service levels.

Human Resources Manager - The human resources manager leads the hiring and selection process for all employees, personally interviews each candidate for selection to serve the Village of Oak Park account, and manages benefits, employee relations and recruiting.

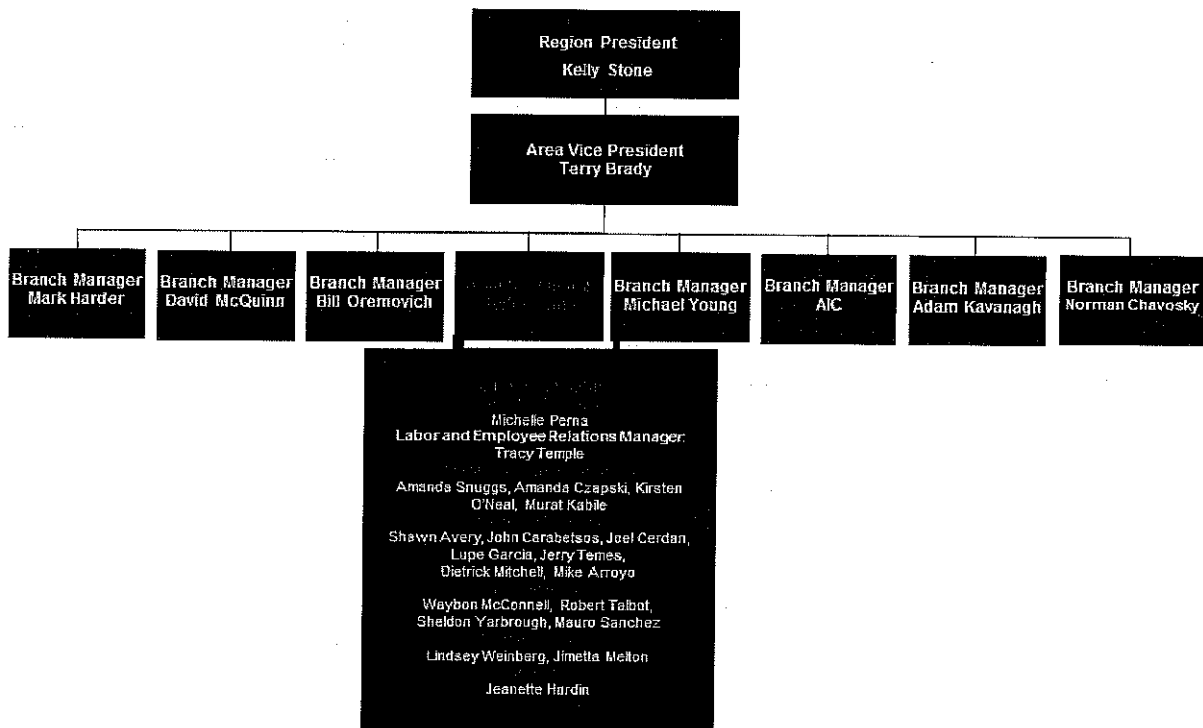
Recruiter - The recruiter actively promotes the employment opportunities at Securitas USA through all sources and works with state and local placement agencies to offer employment opportunities to qualified individuals.

Training Manager - The training manager guides the introduction process, site-specific training and continuous training program development; is responsible for the preparation of training materials, classroom presentation and site-specific training; personally reviews all operations at Village of Oak Park to determine the best method of delivering the training; locates the proper training materials; schedules and conducts the training; and is responsible for the supervisory training program and refresher training.

Scheduling Manager - The scheduling manager ensures that all hours paid to the officers balance with the invoice amount billed to the client, tracks the hours billed to client specifications and maintains client and employee data to ensure proper payroll and billing.

Accounts Payable/Accounts Receivable - This individual works with the client representative when a billing discrepancy arises, researches any billing issues and tracks timely payment of all outstanding invoices, processes branch payables, and submits invoices for approval and payment.

Flex Force - Normally, Securitas USA uses the flex force system to fill unscheduled vacancies; i.e., illness, vacation, etc., incurred at your facility. Additional officers are trained at each of our clients' locations and become fully knowledgeable of the duties required at each site. They are on call 24 hours a day to be ready to respond to any such vacancy occurring at your facility. Should the need occur for a large number of additional officers at an individual location, Securitas USA offices assist each other with a reserve force.



Importance of a continued business partnership

As the incumbent for Village of Oak Park, we believe that continuing to utilize our security services has many advantages for you as the client. Your facility will benefit by the following:

- Continued, uninterrupted service
- Unlimited Resources to supply the Village with off-duty police officers and security

- officers with short notice.
- No disruption in the current communication and management process
- Allows Village of Oak Park to focus on Business Priorities, rather than managing a transition to new security provider
- Customized Client-based training plans for each garage
- Full analysis of current security needs and security systems

Continuous Coverage 24/7

As the largest provider of security services, Securitas USA is the company best equipped to meet Village of Oak Park's temporary security requirements on an immediate basis. We can typically provide coverage with 2-4 hours' notice. However, there are a number of variables that impact the response time in which we are able to provide coverage. These variables include:

- Number of officers required
- Level of training required
- Length of assignment
- Type of emergency situation

During the NATO Summit in 2012 held in Chicago, Securitas USA provided a client briefing for over 150 clients in the Chicago Central Business District, deployed numerous cellular CCTV cameras throughout the city which were tied to the properties, DHS, City of Chicago OEMC, and other governmental agencies. Securitas USA worked with all governmental agencies, property managers, and security team members in the coordination, planning, training, and implementation of procedures for this event. Securitas USA provided hundreds of security officers and off-duty law enforcement officers for the summit.

In any event, Securitas USA will utilize all operational resources to meet VILLAGE OF OAK PARK's emergency requirements as quickly as possible after receiving the service request, whether to our branch offices during business hours or our National Communications Center after hours.

The National Communications Center (NCC) is staffed to meet a service level goal of answering 85% of all calls in 30 seconds or less. YTD 2012 performance statistics for the NCC show that this service level has been achieved and bettered, with 81% of calls answered in 10 seconds or less. The average speed of answer is 18 seconds.

Call volume is monitored on a daily basis to insure that an adequate staff is scheduled to achieve our service level goals. Staff headcount is based on projected call volumes for each 30-minute interval of a day and adjusted accordingly.

Access to Management

All of Securitas USA's branch operations are generally open Monday-Friday from 8 AM to 5 PM local time. Our offices are closed on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. All management/supervisory personnel, including your dedicated Branch Manager, are equipped with cellular telephones for 24-hour/7 day access by customers and employees.

National Communications Center (NCC)

Securitas USA has a state-of-the-art, National Communications Center (NCC) in Parsippany, NJ. Operating 24 hours a day, 7 days a week, the NCC performs after-hours telephone support and alarm response functions for Securitas USA, manages the Company's Post Confirmation System (PoCo), and provides a single point of contact for the Company's National Temporary Service program. The NCC is staffed by well-trained operators who are employees of Securitas USA. The

center is assured of continuous operation through its own uninterrupted power supply, back-up diesel electric generation, multiple telecommunication providers, and redundant database servers. Additionally, there is a full-capability disaster recovery hot site available for emergencies, so the Securitas USA National Communications Center should always be available and online. The NCC is equipped with cutting-edge telephone and computer technology; this helps calls be placed into proper priority queues and handled in accordance with operating procedures. All NCC activities conform to published service levels and are documented in a permanent database. Securitas USA branch offices receive computer generated detail of NCC activities on a daily and weekly basis. All calls are recorded and stored for one year. Recorded calls are available for individual review and can be sent via e-mail as WAV files.

Flex Force

Normally, Securitas USA uses the flex force system to fill unscheduled vacancies; i.e., illness, vacation, etc., incurred at your facility. Additional officers are trained at each of our clients' locations and become fully knowledgeable of the duties required at each site. They are on call 24 hours a day to be ready to respond to any such vacancy occurring at your facility.

Coverage

When an open shift occurs, local Securitas USA management staffs the position with trained, qualified individuals from one of the following groups:

1. Full time, regularly assigned officers
2. Part time, regularly assigned officers
3. Flex Force officers previously trained at Village of Oak Park
4. Field supervisors trained at Village of Oak Park

Securitas USA makes its best effort to fill open shifts with trained officers who will not incur any overtime. However, if overtime hours occur, VILLAGE OF OAK PARK will be billed at the regular-straight time rate with Securitas USA absorbing the additional overtime costs.

Reporting

REPORTING

Securitas USA can provide several interactive reports to your Management Team through SecuritasConnect. This robust management system can provide additional reports which are exportable to Excel, Word and Power Point. Report samples include budget tracking, incident management, training compliance, scheduling reports, client plan reports and customized KPIs. Specifically, regarding Incident Tracking and Reporting, Securitas can ensure that your security program runs most effectively by providing our management team with these optional incident reporting efficiencies:

INCIDENT TRENDS AND ANALYSIS –

Incident Statistics- A report that charts out the type of incidents and the number of these different types of incidents per month.

Incident Location Statistics- A report that explains the number of incidents per location. The locations are determined by the Branch Manager and the Security Director for Village of Oak Park.

Annual Benchmark Incident Report-A Report that encompasses the entire year to date and shows the types of incidents, the total of this type of incident for the year, and the average number per location.

As part of our comprehensive training program, our security officers and supervisors are trained on how to properly

write and report Daily Activity and Incidents. We offer a course that covers report writing. This course instructs learners in how to produce complete and accurate reports. Topics include Do's and Don'ts of reporting writing; DARs and Incident Reports; and five rules of effective report writing—answer the 4Ws, state facts clearly, be concise, be accurate and report in chronological order. Interactive exercises also test users' quick observation skills.

TRAINING COMPLIANCE

Through the utilization of the new Securitas Connect we have the ability to maintain an electronic database listing all completed training modules in each Officer's file. Upon completion of a training module, the instructor administering the training certifies that this training was satisfactorily completed. For courses delivered on the Securitas USA Online Academy, testing and record-keeping is instant and automatic. These records are always available to the Village of Oak Park Management through the Securitas client portal. A sample screen shot of the User Training Progress is shown below.

SECURITY OFFICER SCHEDULE AND COMPLIANCE

By utilizing Securitas Connect, we are able to review the existing schedule to insure we are able to meet all staffing requirements and to make sure we have all vacancies covered. Below is a sample of the schedule screen available through SecuritasConnect.

CLIENT SERVICE PLANS

In collaboration with Village of Oak Park local management representatives, Securitas USA establishes a Client Service Plan outlining specific service goals and defining supporting Key Performance Indicators (KPI). This plan serves as a "road map" for managing and monitoring service performance. The Service Plan is updated annually following a joint management review meeting, or more often when mutually deemed appropriate.

KPIs

Securitas USA believes it is essential to use scorecards to judge the individual property service level and track trends in key performance categories across all property locations served. A scorecard based on key performance indicators (KPI) is our mechanism to continuously assess and improve service performance across all locations for our largest clients.

SecuritasConnect enables our management team to most effectively operate and manage your site's security plan and its officers. This benefits you with the most cost-effective and highest quality security solution.

SAFES Schedule Management

Scheduling, payroll and billing information for your company is managed within our proprietary technology tool, SAFES (Securitas USA Automated Field Enterprise System). Site and branch data are uploaded weekly to the Securitas USA corporate offices where it generates payroll, billing, Accounts Receivable, Accounts Payable and financial records.

A key strength of SAFES is managing officer schedules. Statement of Work (SOW), Post Orders, and local/state requirements are entered into SAFES, from which the following schedules are produced:

- o Routine Workforce Schedule
- o Special Assignments Schedule
- o Training Schedule

Routine Workforce Schedule

Shift staffing levels and assignments are developed in our annual (master) workforce schedule, which then drives daily scheduling at your site. The master is reviewed monthly and updated as needed by our site management team.

Please see our attached sample reports that are currently utilized at parking and mobility services.

A copy of company's standard form of contract for security operations.

While we have a current contract in place with the Village of Oak Park, please see attached sample service agreement which is attached and immediately follows.

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X. Evaluation of Proposals

The contract will be awarded to the Contractor who submits a proposal which is in the best interests of the Village. The bidders qualifications described in Section VI will be used to evaluate the proposals.

XI. Fee

At a minimum, the cost proposal must be broken down, as provided in the Bid Sheets. Please be very explicit in listing and describing any services or items not included in the proposal fee amounts. The proposed fees in the Bid Sheets shall be for the first year period of the contract.

XII. Instructions to Bidders

Contractor shall comply with the Instruction to Bidders, attached hereto and incorporated herein. Contractor is expected to fully inform itself as to the conditions, requirements, and Specifications before submitting bids. Failure to do so will be at the Contractor's own risk. Submitting a proposal is an assumption that the Contractor is familiar with all conditions and intends to comply with them unless otherwise noted.

XIII. Inquiries

Any inquiries regarding this Request for Proposal shall be directed to John Youkhana, Assistant Director of Parking and Mobility Services. He may be contacted by telephone at 708.358.5754 or via email at youkhana@oak-park.us (email preferred).

All inquiries/questions related to this RFP shall be submitted no later than Thursday June 16, 2016 5:00 p.m.

XIV. Formation of Contract

Upon selection, the final contract amount may be subject to negotiation to determine exact scope of services to be provided and final contract fee amount and a contract outlining all relevant terms shall be executed by both parties. Selection does not guarantee award of the contract. In the event the Contractor and the Village fail to execute a contract, the Village will choose from the remaining proposals or issue another Request for Proposals. Award of a contract shall not be final until a written contract has been approved by the Village of Oak Park Board of Trustees and entered into between the Parties.

The Village reserves the right, at its sole discretion, to cancel or modify this RFP in part or in its entirety. The Village will not reimburse Contractor for any costs incurred in preparation or submission of the proposal. All costs of preparing proposals, including site visits and preliminary analyses, are made at the sole cost of the Contractor, and will not be reimbursed in anyway. Proposed fees should not include or consider the costs incurred in preparation of the proposal.

Proposals shall become the property of the Village upon receipt.

SECTION III
RFP SUBMITTAL REQUIREMENTS

At a minimum, the following submittal requirements shall be included in the response to the RFP:

- a. **Cover Letter**. Cover letter signed by an authorized representative of the contractor committing the contractor to provide the services as described in the RFP in accordance with the terms and conditions of this RFP and any contract awarded pursuant to the RFP process. The cover letter must include:
 1. The number of years the contractor has been in business.
 2. An overview of the experience and background of the contractor.
 3. The legal name of the entity, its principal place of business, its legal form (corporation, partnership, limited liability company, etc.), the name of all principals and/or owners and/or partners, and authority to do business in Illinois.
 4. The name and telephone number of the principal contact.
 5. A commitment to comply with all OSHA and other federal, state, and city safety standards.

- b. **Narrative** demonstrating the exact type and nature of the Contractor's proposed services and how they accomplish the objectives of the work as well as the ability to rapidly respond to the needs of the Village. The Village will also evaluate the completeness and reasonableness of the firm's set forth above. The narrative should describe the role of and introduce each key individual in the contractor's organization that will actively be involved in the performance of the services requested herein.

- c. **Professional Licenses**. Contractor shall provide evidence and copies of any and all required licenses from the State of Illinois. All documents shall be kept current and valid. At Contractor's sole expense, it shall procure all necessary licenses, certifications and permits needed to conduct the required work.

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SECTION IV
PROPOSAL FORM (Pricing)

The undersigned contractor agrees to all terms and conditions of the preceding specifications in the attached Personal Services Agreement and will furnish all the insurance documents and security deposits as stipulated. Please provide unit prices listed below for 2016.

We undertake to provide a qualified security and support staffing services at **Parking Garage Structures and Village Hall (optional)** in accordance with the client's specification (attached) and all contractual documents contained herein. We understand that the terms and conditions of this contract include all specifications and references as to the level of security service to be proved, and all terms and conditions contained the contractual documents of the Village of Oak Park for the annual sum of:

<p>Phase 1 - current conditions</p> <p>Holley Court Parking Garage, Avenue Garage and OPRF Community Garage:</p> <p>For a Total of: \$ <u>37,500⁰⁰</u> per month * <u>With Vehicle</u></p> <p>(<u>Thirty Seven thousand five hundred</u> Dollars <u>00</u> Cents).</p> <p>Total Annualized amount \$ <u>450,004</u> for a twelve month period.</p>
--

<p>ADD ALTERNATE: We undertake to provide a qualified security guard operation at Village Hall in accordance with the client's specification (attached) and all contractual documents contained herein. We understand that the terms and conditions of this contract include all specifications and references as to the level of security service to be proved, and all terms and conditions contained the contractual documents of the Village of Oak Park for the hourly price of:</p> <p>\$ <u>14.66</u> per hour.</p> <p>(<u>Fourteen</u> Dollars <u>66</u> Cents) per hour.</p>

We further agree that the hourly rates and other costs specified in this proposal will remain in force for a period of 12 months from the date that the security operation commences and that all specified training will be carried out, documented and confirmed to the client on a monthly basis.

HOURLY RATE FOR ADDITIONAL SERVICES DURING THE TERM OF CONTRACT

STAFF	
Officers Gross Hourly Rate	\$ 16.39
Supervisors Gross Hourly Rate	\$ 16.39

This contract may be canceled by either party subject to sixty (60) days written notice.

Security Company selected:

Securitas Security Services USA, Inc.

Authorized Signature: [Signature]

Position/Title: Business Development Manager

Date: June 20, 2016

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SIGNATURE PAGE

Proposal Signature:

[Handwritten Signature]

State of ILLINOIS) County of COOK)

STEFANO VITALE

(Type Name of Individual Signing)

STEFANO VITALE being first duly sworn on oath deposes and says that the contractor on the above proposal is organized as indicated below and that all statements herein made on behalf of such contractor and that their deponent is authorized to make them, and also deposes and says that deponent has examined and carefully prepared their proposal from the Agreement Specifications and has checked the same in detail before submitting this Proposal; that the statements contained herein are true and correct.

Signature of contractor authorizes the Village of Oak Park to verify references of business and credit at its option.

Signature of contractor shall also be acknowledged before a Notary Public or other person authorized by law to execute such acknowledgments.

Dated: JUNE (6) / 15 / 2016 SECURITAS SECURITY SERVICES USA, INC.
Organization Name
(Seal - If Corporation)

By:

[Handwritten Signature]

Authorized Signature

150 S. WACKER DRIVE; LH #50
Address

312-474-5324
Telephone

Subscribed and sworn to before me this 15th day of June, 2016.

Janet M. Nowak in the State of ILLINOIS. My Commission Notary Public

Expires on 5/22/2018



PROPOSAL FORM continued

Complete Applicable Paragraph Below

(a) Corporation

The contractor is a corporation, which operates under the legal name of Securitas Security Services USA, Inc. and is organized and existing under the laws of the State of Delaware. The full names of its Officers are:

President Bill Barthelemy, President and Chief Operating Officer

Secretary Santiago Galaz, Chief Executive Officer

Treasurer Don W. Walker, Chairman; Rocco DeFelice, Executive VP Human Resources

The corporation does have a corporate seal. (In the event that this proposal is executed by a person other than the President, attach hereto a certified copy of that section of Corporate By-Laws or other authorization by the Corporation that permits the person to execute the offer for the corporation.)

(b) Partnership

Names, Signatures, and Addresses of all Partners

n/a

The partnership does business under the legal name of _____, which name is

is registered with the office of _____ in the county of _____
_____.

(c) Sole Proprietor

The contractor is a Sole Proprietor whose full name is

n/a. If the contractor is operating under

a trade name, said trade name is _____,

which name is registered with the office of _____

in the county of _____.

Signed: _____
Sole Proprietor

In compliance with the above, the undersigned offers and agrees, if his/her proposal is accepted within ninety (90) calendar days from date of opening, to furnish any or all of the items upon which prices are quoted, at the price set opposite each item, delivered at the designated point within the time specified above.

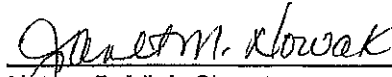
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SECTION V
VENDOR/CONTRACTOR CERTIFICATION

Securitas Security Services USA, Inc., as part of its proposal on agreement for 2015 Plan Review and Inspections for the Village of Oak Park Village Hall, hereby certifies that said contractor selected is not barred from proposing on the aforementioned agreement as a result of a violation to either Section 33E-3 or 33E-4 of Article 33E of Chapter 38 of the Illinois Revised Statutes or Section 2-6-12 of the Oak Park Village Code.


(Authorized Agent of contractor selected)

Subscribed and sworn to before me this 15th day of June, 2016.


Notary Public's Signature

- Notary 

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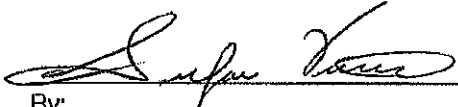
SECTION VI
TAX COMPLIANCE AFFIDAVIT

Stefano
(Steve) Vitale

_____, being first duly sworn, deposes and says:

that he/she is Business Development Manager of
(partner, officer, owner, etc.)
Securitas Security Services USA, Inc.
(contractor selected)

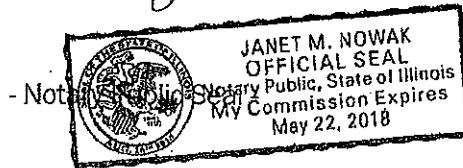
The individual or entity making the foregoing proposal or proposal certifies that he/she is not barred from entering into an agreement with the Village of Oak Park because of any delinquency in the payment of any tax administered by the Department of Revenue unless the individual or entity is contesting, in accordance with the procedures established by the appropriate revenue act, liability for the tax or the amount of the tax. The individual or entity making the proposal or proposal understands that making a false statement regarding delinquency in taxes is a Class A Misdemeanor and, in addition, voids the agreement and allows the municipality to recover all amounts paid to the individual or entity under the agreement in civil action.


By: _____
Its: Business Development Manager
Securitas Security Services USA, Inc.
(name of contractor if the contractor is an individual)
(name of partner if the contractor is a partnership)
(name of officer if the contractor is a corporation)

The above statement must be subscribed and sworn to before a notary public.

Subscribed and sworn to before me this 15th day of June, 2016.


Notary Public's Signature



Minority Business and Women Business Enterprises Requirements

The Village in an effort to reaffirm its policy of non-discrimination, encourages and applauds the efforts of contractors and subcontractors in taking affirmative action and providing Equal Employment Opportunity without regard to race, religion, creed, color, sex, national origin, age, handicap unrelated to ability to perform the job or protected veteran's status.

Reporting Requirements

The following forms must be completed in their entirety, notarized and included as part of the proposal document. Failure to respond truthfully to any question on the list or failure to cooperate fully with further inquiry by the Village will result in disqualification of your proposal.

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SECTION VII
ORGANIZATION OF FIRM

Please fill out the applicable section:

A. Corporation:

The Contractor is a corporation, legally named Securitas Security Services USA, Inc. and is organized and existing in good standing under the laws of the State of Delaware. The full names of its Officers are:

President Bill Barthelemy, President and COO

Secretary Santiago Galaz, CEO

Treasurer Don Walker, Chairman; Rocco DeFelice, Executive VP Human Resources

Registered Agent Name and Address: Securitas Security Services USA, Inc.

The corporation has a corporate seal. (In the event that this Proposal is executed by a person other than the President, attach hereto a certified copy of that section of Corporate By-Laws or other authorization by the Corporation that permits the person to execute the offer for the corporation.)

B. Sole Proprietor:

The Contractor is a Sole Proprietor. If the Contractor does business under an Assumed Name, the

Assumed Name is N/A, which is registered with the Cook County Clerk. The Contractor is otherwise in compliance with the Assumed Business Name Act, 805 ILCS 405/0.01, et. seq.

C. Partnership:

The Contractor is a Partnership which operates under the name N/A

The following are the names, addresses and signatures of all partners:

Signature	Signature

(Attach additional sheets if necessary.) If so, check here _____.

If the partnership does business under an assumed name, the assumed name must be registered with the Cook County Clerk and the partnership is otherwise in compliance with the Assumed Business Name Act, 805 ILCS 405/0.01, et. seq.

D. Affiliates: The name and address of any affiliated entity of the business, including a description of the affiliation: N/A

Signature of Owner

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**SECTION VIII
COMPLIANCE AFFIDAVIT**

I, Stefano (Steve) Vitale, (Print Name) being first duly sworn on oath depose and state:

1. I am the (title) Business Development Manager of the Proposing Firm and am authorized to make the statements contained in this affidavit on behalf of the firm;
2. I have examined and carefully prepared this Proposal based on the request and have verified the facts contained in the Proposal in detail before submitting it;
3. The Proposing Firm is organized as indicated above on the form entitled "Organization of Proposing Firm."
4. I authorize the Village of Oak Park to verify the Firm's business references and credit at its option;
5. Neither the Proposing Firm nor its affiliates¹ are barred from proposing on this project as a result of a violation of 720 ILCS 5/33E-3 or 33E-4 relating to Bid rigging and Bid rotating, or Section 2-6-12 of the Oak Park Village Code relating to "Proposing Requirements".
6. The Proposing Firm has the M/W/DBE status indicated below on the form entitled "EEO Report."
7. Neither the Proposing Firm nor its affiliates is barred from agreeing with the Village of Oak Park because of any delinquency in the payment of any debt or tax owed to the Village except for those taxes which the Proposing Firm is contesting, in accordance with the procedures established by the appropriate revenue act, liability for the tax or the amount of the tax. I understand that making a false statement regarding delinquency in taxes is a Class A Misdemeanor and, in addition, voids the agreement and allows the Village of Oak Park to recover all amounts paid to the Proposing Firm under the agreement in civil action.
8. I am familiar with Section 13-3-2 through 13-3-4 of the Oak Park Village Code relating to Fair Employment Practices and understand the contents thereof; and state that the Proposing Firm is an "Equal Opportunity Employer" as defined by Section 2000(E) of Chapter 21, Title 42 of the United States Code Annotated and Federal Executive Orders #11246 and #11375 which are incorporated herein by reference. **Also complete the attached EEO Report or Submit an EEO-1.**
9. I certify that the Contractor is in compliance with the Drug Free Workplace Act, 41 U.S.C.A, 702

¹ Affiliates means: (i) any subsidiary or parent of the agreeing business entity, (ii) any member of the same unitary business group; (iii) any person with any ownership interest or distributive share of the agreeing business entity in excess of 7.5%; (iv) any entity owned or controlled by an executive employee, his or her spouse or minor children of the agreeing business entity.

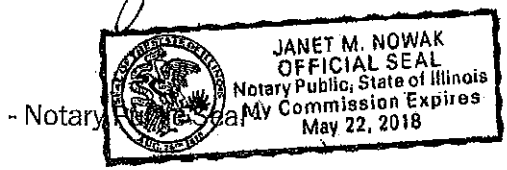
Signature: *Steve Vitale*

Name and address of Business: 150 S. Wacker Drive, #50LL, Chicago, IL 60606

Telephone (office) 312.474.5324 • (cell) 312.282.7270 E-Mail steve.vitale@securitasinc.com

Subscribed to and sworn before me this 15th day of June, 2016.

Janet M. Nowak
Notary Public



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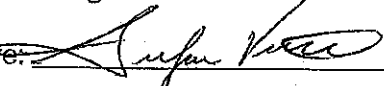
SECTION IX
M/W/DBE STATUS AND EEO REPORT

Failure to respond truthfully to any questions on this form, failure to complete the form or failure to cooperate fully with further inquiry by the Village of Oak Park will result in disqualification of this Proposal. For assistance in completing this form, contact the Department of Parking and Mobility Services at 708-358-5401, Ext. 6759.

1. Contractor Name: Securitas Security Services USA, Inc.
2. Check here if your firm is:
- Minority Business Enterprise (MBE) (A firm that is at least 51% owned, managed and controlled by a Minority.)
 - Women's Business Enterprise (WBE) (A firm that is at least 51% owned, managed and controlled by a Woman.)
 - Owned by a person with a disability (DBE) (A firm that is at least 51% owned by a person with a disability)
 - None of the above

[Submit copies of any W/W/DBE certifications]

3. What is the size of the firm's current stable work force?
- _____ Number of full-time employees
- _____ Number of part-time employees
4. Similar information will be requested of all sub-contractors working on this agreement. Forms will be furnished to the lowest responsible Contractor with the notice of agreement award, and these forms must be completed and submitted to the Village before the execution of the agreement by the Village.

Signature: 

Date: 6-15-2016

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EEO REPORT

Please fill out this form completely. Failure to respond truthfully to any questions on this form, or failure to cooperate fully with further inquiry by the Village of Oak Park will result in disqualification of this Bid. An incomplete form will disqualify your Bid. For assistance in completing this form, contact the Purchasing Department at 708-358-5473.

An EEO-1 Report may be submitted in lieu of this report.

Contractor Name Security Services USA, Inc.

Total Employees 1799 Downtown Chicago Branch Office

Job Categories	Total Employees	Males			Females			Total Minorities				
		Total Males	Total Females	Black	Hispanic	American Indian & Alaskan Native	Asian & Pacific Islander		Black	Hispanic	American Indian & Alaskan Native	Asian & Pacific Islander
Officials & Managers	131	99	32									82
Professionals	3	1	2									0
Technicians	0	0	0									0
Sales Workers	1	1	0									0
Office & Clerical	21	9	12									15
Semi-Skilled	0	0	0									0
Laborers	0	0	0									0
Service Workers	1613	891	722									1461
TOTAL	1799	1001	798									1558
Management Trainees												
Apprentices												

This completed and notarized report must accompany your Bid. It should be attached to your Affidavit of Compliance. Failure to include it with your Bid will be disqualify you from consideration.

MICHELLE PERNA being first duly sworn, deposes and says that he/she is the AREA HR MANAGER

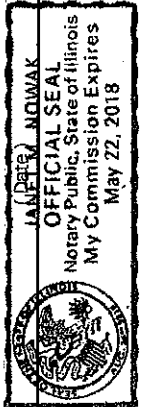
(Name of Person Making Affidavit) MICHELLE PERNA (Title or Officer)

of Security Services USA, Inc. and that the above EEO Report information is true and accurate and is submitted with the intent that it

be relied upon. Subscribed and sworn to before me this 15th day of June, 2016

Jane M. Nowak 6-15-2016

(Signature)



SECTION X

FAIR EMPLOYMENT PRACTICES
AFFIDAVIT OF COMPLIANCE

NOTE: This affidavit must be executed and submitted with the signed proposal form. No proposals can be accepted by the Board of Trustees of the Village of Oak Park unless said affidavit is submitted concurrently with the proposal.

STEFANIO VITALE, being first duly sworn, deposes and says that
(Name of person making the Affidavit)

Business Development Mgr of Securitas Security Services USA, Inc. and that he/she
(Title or Office) (Name of Company)

has the authority to make the following affidavit; that he/she has the knowledge of the Village of Oak Park Ordinance relating to Fair Employment Practices and knows and

understands the contents thereof; that he/she certifies hereby that Securitas Security
(Name of

Services USA, Inc. is an "Equal Opportunity Employer" as defined by Section 2000
company)

(E) of Chapter 21, Title 42 of the United States Code Annotated and Federal

Executive Orders #11246 and #11375 which are incorporated herein by reference.

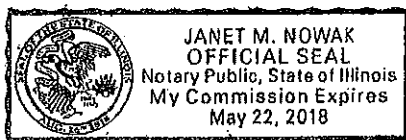


Subscribed and sworn to before

me their this 16th day of

June, 2016.

Janet M. Nowak
Notary Public



_____ Date

_____ Date

Subscribed and sworn before me this _____ day of _____, 2016,

_____ (SEAL)

Signature of Notary Public

My Commission expires on _____

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SECTION XII

NO PROPOSAL EXPLANATION

If your firm does not wish to propose on the attached specifications, the Village of Oak Park would be interested in any explanation or comment you may have as to what prevented your firm from submitting a Proposal.

Thank you.

RFP Name: Village of Oak Park Village Proposal RFP-DCS-2015-Plan-Review-and-Inspections.

Comments:

Signed: _____

Phone: _____

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PROFESSIONAL SERVICES AGREEMENT

THIS AGREEMENT is entered into this _____ day of June, 2016, between the Village of Oak Park, an Illinois home rule municipal corporation (hereinafter referred to as the "Village"), and _____, a _____ corporation (hereinafter referred to as the "Contractor").

RECITAL

WHEREAS, the Village intends to have professional services performed by the Contractor to provide security services for the Village's parking garage structures and at Village Hall (hereinafter referred to as the "Village").

NOW, THEREFORE, in consideration of the mutual covenants hereinafter set forth, the parties agree as follows:

1. **RECITAL INCORPORATED**

The above recital is incorporated herein as though fully set forth.

2. **SERVICES OF THE CONTRACTOR.**

2.1. The Services consists of professional services, as more completely described in the Contractor's "Proposal for _____" dated _____, 2016, attached hereto ("Services"). After written authorization by the Village, the Contractor shall provide the Services for the Services. These Services shall include providing _____ Services for _____ Services. The Village shall approve the use of subcontractors by the Contractor to perform any of the Services that are the subject of this Agreement.

2.2. The Contractor shall submit to the Village all reports, documents, data, and information set forth in the Services. The Village shall have the right to require such corrections as may be reasonably necessary to make any required submittal conform to this Agreement. The Contractor shall be responsible for any delay in the Services to be provided pursuant to this Agreement due to the Contractor's failure to provide any required submittal in conformance with this Agreement.

2.3. In case of a conflict between provisions of the Contractor's Proposal and this Agreement or the Village's Request for Proposals, this Agreement and/or the Village's Request for Proposals shall control to the extent of such conflict.

2.4. Village Authorized Representative. The Village's Director of Parking and Mobility Services or the Director's designee shall be deemed the Village's authorized representative, unless applicable law requires action by the Corporate Authorities, and shall have the power and authority to make or grant or do those things, certificates, requests, demands, approvals, consents, notices and other actions required that are ministerial in nature or described in this Agreement for and on behalf of the Village and with the effect of binding the Village as limited by this Agreement. The Contractor is entitled to rely on the full power and authority of the person executing this Agreement on behalf of the Village as having been properly and legally given by the Village. The

Village shall have the right to change its authorized representative by providing the Contractor with written notice of such change which notice shall be sent in accordance with Section 18 of this Agreement.

2.5. Contractor's Authorized Representative. In connection with the foregoing and other actions to be taken under this Agreement, the Contractor hereby designates _____ as its authorized representative who shall have the power and authority to make or grant or do all things, certificates, requests, demands, approvals, consents, notices and other actions required that are ministerial in nature or described in this Agreement for and on behalf of the Contractor and with the effect of binding the Contractor. The Village is entitled to rely on the full power and authority of the person executing this Agreement on behalf of the Contractor as having been properly and legally given by the Contractor. The Contractor shall have the right to change its Authorized Representative by providing the Village with written notice of such change which notice shall be sent in accordance with Section 18 of this Agreement.

2.6 The Contractor shall be an independent contractor to the Village. The Contractor shall solely be responsible for the payment of all salaries, benefits and costs of supplying personnel for the Services.

3. COMPENSATION FOR SERVICES.

3.1. The Village shall compensate the Contractor for the Services in an amount not to exceed \$_____ ("Contract Price"). The Contractor shall be paid installments not more frequently than once each month ("Progress Payments"). Payments shall be made within thirty (30) days of receipt by the Village of a pay request/invoice from the Contractor. Payments shall be due and owing by the Village in accordance with the terms and provisions of the Local Government Prompt Payment Act, 50 ILCS 505/1 *et seq.*, except as set forth herein.

3.2. The Village may, at any time, by written order, make changes within the general scope of this Agreement in the Services to be performed by the Contractor. If such changes cause an increase or decrease in the amount to be paid to Contractor or time required for performance of any Services under this Agreement, whether or not changed by any order, an equitable adjustment shall be made and this Agreement shall be modified in writing accordingly. No service for which additional compensation will be charged by the Contractor shall be furnished without the written authorization of the Village.

3.3. The Contractor shall, as a condition precedent to its right to receive a progress payment, submit to the Village an invoice accompanied by such receipts, vouchers, and other documents as may be necessary to establish costs incurred for all labor, material, and other things covered by the invoice and the absence of any interest, whether in the nature of a lien or otherwise, of any party in any property, work, or fund with respect to the Services performed under this Agreement. In addition to the foregoing, such invoice shall include (a) employee classifications, rates per hour, and hours worked by each classification, and, if the Services are to be performed in separate phases, for each phase; (b) total amount billed in the current period and total amount billed to date, and, if the Services are to be performed in separate phases, for each phase; (c) the estimated percent completion, and, if the Services are to be performed in separate phases, for each phase.

3.4. Notwithstanding any other provision of this Agreement and without prejudice to any of the Village's rights or remedies, the Village shall have the right at any time or times to withhold from any payment such amount as may reasonably appear necessary to compensate the Village for any actual or prospective loss due to: (1) Services that are defective, damaged, flawed, unsuitable, nonconforming, or incomplete; (2) damage for which the Contractor is liable under this Agreement; (3) claims of subcontractors, suppliers, or other persons performing Contractor's Services; (4) delay in the progress or completion of the Services; (5) inability of the Contractor to complete the Services; (6) failure of the Contractor to properly complete or document any pay

request; (7) any other failure of Contractor to perform any of its obligations under this Agreement; or (8) the cost to the Village, including reasonable attorneys' fees and administrative costs, of correcting any of the aforesaid matters or exercising any one or more of the Village's remedies set forth in this Agreement. The Village must notify the Contractor of cause for withholding within fourteen (14) days of receiving invoice.

3.5. The Village shall be entitled to retain any and all amounts withheld pursuant to this Agreement until the Contractor shall have either performed the obligations in question or furnished security for such performance satisfactory to the Village. The Village shall be entitled to apply any money withheld or any other money due the Contractor under this Agreement to reimburse itself for any and all costs, expenses, losses, damages, liabilities, suits, judgments, awards, reasonable attorneys' fees, and administrative expenses incurred, suffered, or sustained by the Village and chargeable to the Contractor under this Agreement.

3.6. The Contractor's Services shall be considered complete on the date of final written acceptance by the Village, which acceptance shall not be unreasonably withheld or delayed. As soon as practicable after final acceptance, the Village shall pay to the Contractor the balance of any amount due and owing under this Agreement, after deducting therefrom all charges against the Contractor as provided for in this Agreement ("Final Payment"). The acceptance by Contractor of Final Payment with respect to the Services shall operate as a full and complete release of the Village of and from any and all lawsuits, claims, demands, damages, liabilities, losses, and expenses of, by, or to the Contractor for anything done, furnished for, arising out of, relating to, or in connection with the Services, except for such claims as the Contractor reserved in writing at the time of submitting its invoice for final payment.

4. TERM AND TERMINATION.

4.1. This Agreement shall take effect upon the Effective Date as defined herein and shall expire on _____.

4.2. This Agreement may be terminated, in whole or in part, by either party if the other party substantially fails to fulfill its obligations under this Agreement through no fault of the terminating party. The Village may terminate this Agreement, in whole or in part, for its convenience. No such termination may be effected unless the terminating party gives the other party not less than ten (10) calendar days' written notice pursuant to Section 18 below of its intent to terminate.

4.3. If this Agreement is terminated by either party, the Contractor shall be paid for Services performed to the effective date of termination, including reimbursable expenses. In the event of termination, the Village shall receive reproducible copies of drawings, specifications and other documents completed by the Contractor pursuant to this Agreement.

5. INDEMNIFICATION.

5.1. To the fullest extent permitted by law, the Contractor hereby agrees to defend, indemnify and hold harmless the Village, its officials, officers, agents, employees and volunteers against all injuries, deaths, loss, damages, claims, patent claims, suits, liabilities, judgments, cost and expenses, including, but not limited to, reasonable attorney's fees and court costs (hereinafter referred to as "Claims") which may accrue against the Village, its officers and employees to the extent arising out of the negligent performance of the work by the Contractor, its employees, or subcontractors, except for the negligence of the Village, its officials, officers, employees, or volunteers. The Contractor's duty to defend shall not apply with respect to any Claims that arise from the performance of professional services.

6. INSURANCE.

6.1. The Contractor shall, at the Contractor's expense, secure and maintain in effect throughout the duration of this Agreement, insurance of the following kinds and limits set forth in this Section 6. The Contractor shall furnish Certificates of Insurance to the Village before starting work or within ten (10) days after the notice of award of the Agreement, whichever date is reached first. All insurance policies, except professional liability insurance, shall be written with insurance companies licensed or authorized to do business in the State of Illinois and having a rating of at least A according to the latest edition of the Best's Key Rating Guide; and shall include a provision preventing cancellation of the insurance policy unless fifteen (15) days prior written notice is given to the Village. This provision (or reasonable equivalent) shall also be stated on each Certificate of Insurance: "Should any of the above described policies be canceled before the expiration date, the issuing company shall mail fifteen (15) days' written notice to the certificate holder named to the left." The Contractor shall require any of its subcontractors to secure and maintain insurance as set forth in this Section 6 and indemnify, hold harmless and defend the Village, its officials, officers, employees, attorneys and volunteers as set forth in this Agreement.

6.2. The limits of liability for the insurance required shall provide coverage for not less than the following amounts, or greater where required by law:

- (A) **Commercial General Liability:**
 - i. Coverage to include, Broad Form Property Damage, Contractual and Personal Injury.
 - ii. Limits:

General Aggregate	\$ 2,000,000.00
Each Occurrence	\$ 1,000,000.00
Personal Injury	\$ 1,000,000.00
 - iii. Cover all claims arising out of the Contractor's operations or premises, anyone directly or indirectly employed by the Contractor.

- (B) **Professional Liability:**
 - i. Per Claim/Aggregate \$2,000,000.00
 - ii. Cover all claims arising out of the Contractor's operations or premises, anyone directly or indirectly employed by the Contractor.

- (C) **Workers' Compensation:**
 - i. Shall be in accordance with the provisions of the laws of the State of Illinois, including occupational disease provisions, for all employees who work on the Services, and in case work is sublet, the Contractor shall require each subcontractor similarly to provide workers' compensation insurance. In case employees engaged in hazardous work under this Agreement are not protected under workers' compensation insurance, the Contractor shall provide, and shall cause each subcontractor to provide, adequate and suitable insurance for the protection of employees not otherwise provided.

- (D) **Comprehensive Automobile Liability:**
 - i. Coverage to include all owned, hired, non-owned vehicles, and/or trailers and other equipment required to be licensed, covering personal injury, bodily injury and property damage.
 - ii. Limits:

Combined Single Limit	\$1,000,000.00
-----------------------	----------------

- (E) **Umbrella:**
 - i. Limits:

Each Occurrence/Aggregate	\$5,000,000.00
---------------------------	----------------

- (F) The Village, its officers, agents, employees and volunteers shall be named as an additional insured on all insurance policies identified herein except Workers' Compensation and Professional Liability. The Contractor shall be responsible for the payment of any deductibles for said insurance policies. The coverage shall contain no special limitations on the scope of protection afforded to the Village, its officials, officers, employees, and volunteers.

6.3. The Village and the Contractor agree to waive against each other all claims for special, incidental, indirect, or consequential damages arising out of, resulting from, or in any way related to the Services.

6.4. The Contractor understands and agrees that any insurance protection required by this Agreement or otherwise provided by the Contractor, shall in no way limit the responsibility to indemnify, keep and save harmless, and defend the Village as herein provided. The Contractor waives and agrees to require its insurers to waive its rights of subrogation against the Village, its officers, employees, agents and volunteers.

7. SUCCESSORS AND ASSIGNS.

7.1. The Village and the Contractor each bind themselves and their partners, successors, executors, administrators and assigns to the other party of this Agreement and to the partners, successors, executors, administrators and assigns of such other party in respect to all covenants of this Agreement. Except as above, neither the Village nor the Contractor shall assign, sublet or transfer its interest in this Agreement without the written consent of the other. Nothing herein shall be construed as creating any personal liability on the part of any officer or agent of any public body that may not be a party hereto, nor shall it be construed as giving any right or benefits hereunder to anyone other than the Village and the Contractor.

8. FORCE MAJEURE.

8.1. Neither the Contractor nor the Village shall be responsible for any delay caused by any contingency beyond their control, including, but not limited to: acts of nature, war or insurrection, strikes or lockouts, walkouts, fires, natural calamities, riots or demands or requirements of governmental agencies.

9. AMENDMENTS AND MODIFICATIONS.

9.1. This Agreement may be modified or amended from time to time provided, however, that no such amendment or modification shall be effective unless reduced to writing and duly authorized and signed by the authorized representative of the Village and the authorized representative of the Contractor.

10. STANDARD OF CARE.

10.1. The Contractor is responsible for the quality of its Services furnished or required under this Agreement, and shall endeavor to perform such Services with the same skill and judgment which can be reasonably expected from similarly situated professionals.

10.2. The Contractor shall be responsible for the accuracy of its professional Services under this Agreement and shall promptly make revisions or corrections resulting from its errors, omissions, or negligent acts without additional compensation. The Village's acceptance of any of Contractor's Services shall not relieve Contractor of its responsibility to subsequently correct any such errors or omissions, provided the Village notifies Contractor thereof within one year of completion of the Contractor's Services.

10.3. The Contractor shall respond to the Village's notice of any errors and/or omissions within seven (7) days of written confirmation by the Contractor of the Village's notice. Such confirmation may be in the form of a facsimile confirmation receipt by the Village, or by actual hand delivery of written notice by the Village to the Contractor.

10.4. The Contractor shall comply with all federal, state, and local statutes, regulations, rules, ordinances, judicial decisions, and administrative rulings applicable to its performance under this Agreement.

10.5. The Contractor shall give all notices, pay all fees, and take all other action that may be necessary to ensure that the Services are provided, performed, and completed in accordance with all required governmental permits, licenses, and other approvals and authorizations that may be required in connection with providing, performing, and completing the Services, and with all applicable statutes, ordinances, rules, and regulations, including, but not limited to, the Fair Labor Standards Act; any statutes regarding qualification to do business; any statutes prohibiting discrimination because of, or requiring affirmative action based on race, color, religion, sex, national origin, ancestry, age, order of protection status, marital status, physical or mental disability, military status, sexual orientation, or unfavorable discharge from military service or other prohibited classification, including, without limitation, the Americans with Disabilities Act of 1990, 42 U.S.C. §§ 12101 *et seq.*, and the Illinois Human Rights Act, 775 ILCS 5/1-101 *et seq.* The Contractor shall also comply with all conditions of any federal, state, or local grant received by the Village or the Contractor with respect to this Agreement.

10.6. The Contractor shall be solely liable for any fines or civil penalties that are imposed by any governmental or quasi-governmental agency or body that may arise, or be alleged to have arisen, out of or in connection with the Contractor's, or its subcontractors', performance of, or failure to perform, the Services required pursuant to this Agreement or any part thereof.

11. DRAWINGS, DOCUMENTS AND BOOKS AND RECORDS.

11.1. Drawings, plans, specifications, photos, reports, information, observations, calculations, notes and any other reports, documents, data or information, in any form, prepared, collected, or received by the Contractor in connection with any or all of the Services to be provided pursuant to this Agreement ("Documents") shall be and remain the property of the Village upon completion of the Services and payment to the Contractor all amounts then due under this Agreement. At the Village's request, or upon termination of this Agreement, the Documents shall be delivered promptly to the Village. The Contractor shall have the right to retain copies of the Documents for its files. The Contractor shall maintain files of all Documents unless the Village shall consent in writing to the destruction of the Documents, as required herein.

11.2. The Contractor's Documents and records pursuant to this Agreement shall be maintained and made available during performance of the Services under this Agreement and for three (3) years after completion of the Services. The Contractor shall give notice to the Village of any Documents to be disposed of or destroyed and the intended date after said period, which shall be at least ninety (90) days after the effective date of such notice of disposal or destruction. The Village shall have ninety (90) days after receipt of any such notice to give notice to the Contractor not to dispose of or destroy said Documents and to require Contractor to deliver same to the Village, at the Village's expense. The Contractor and any subcontractors shall maintain for a minimum of three (3) years after the completion of this Agreement, or for three (3) years after the termination of this Agreement, whichever comes later, adequate books, records and supporting documents to verify the amounts, recipients and uses of all disbursements of funds passing in conjunction with the Agreement. The Agreement and all books, records and supporting documents related to the Agreement shall be available for review and audit by the Village and the federal funding entity, if applicable, and the Contractor agrees to cooperate fully with any audit conducted by the Village and to provide full access to all materials. Failure to maintain the books, records and supporting documents required by this subsection shall establish a presumption in favor of the Village for recovery of any funds paid by the Village under the Agreement for which adequate books, records and supporting documentation are not available to support their purported disbursement. The Contractor shall make the Documents available for the Village's review, inspection and audit during the entire term of this Agreement and three (3) years after completion of the Services as set forth herein and shall fully cooperate in responding to any information request pursuant to the Illinois Freedom of Information Act, 5 ILCS 140/1 *et seq.* by providing any and all responsive documents to the Village.

12. SAVINGS CLAUSE.

12.1. If any provision of this Agreement, or the application of such provision, shall be rendered or declared invalid by a court of competent jurisdiction, or by reason of its requiring any steps, actions or results, the remaining parts or portions of this Agreement shall remain in full force and effect.

13. NON-WAIVER OF RIGHTS.

13.1. No failure of either party to exercise any power given to it hereunder or to insist upon strict compliance by the other party with its obligations hereunder, and no custom or practice of the parties at variance with the terms hereof, nor any payment under this agreement shall constitute a waiver of either party's right to demand exact compliance with the terms hereof.

13.2. This Agreement shall not prohibit the Contractor from providing engineering Services to any other public or private entity or person. In the event that the Contractor provides Services to a public or private entity or person, the Village, at its sole discretion, may determine that such Services conflict with a service to be provided to the Village by Contractor, and the Village may select another civil engineer and/or land surveyor to provide such Services as the Village deems appropriate.

14. THE VILLAGE'S REMEDIES.

14.1. If it should appear at any time prior to final payment that the Contractor has failed or refused to prosecute, or has delayed in the prosecution of, the Services to be provided pursuant to this Agreement with diligence at a rate that assures completion of the Services in full compliance with the requirements of this Agreement, or has attempted to assign this Agreement or the Contractor's rights under this Agreement, either in whole or in part, or has falsely made any representation or warranty, or has otherwise failed, refused, or delayed to perform or satisfy any other requirement of this Agreement or has failed to pay its debts as they come due ("Event of Default"), and has failed to cure, or has reasonably commenced to cure any such Event of Default within fifteen (15) business days after Contractor's receipt of written notice of such Event of Default, then the Village shall have the right, at its election and without prejudice to any other remedies provided by law or equity, to pursue any one or more of the following remedies:

14.1.1. The Village may require the Contractor, within such reasonable time as may be fixed by the Village, to complete or correct all or any part of the Services that are defective, damaged, flawed, unsuitable, nonconforming, or incomplete and to take any or all other action necessary to bring Contractor and the Services into compliance with this Agreement;

14.1.2. The Village may accept the defective, damaged, flawed, unsuitable, nonconforming, incomplete, or dilatory Services or part thereof and make an equitable reduction in the Contract Price;

14.1.3. The Village may terminate this Agreement without liability for further payment of amounts due or to become due under this Agreement except for amounts due for Services properly performed prior to termination;

14.1.4. The Village may withhold any progress payment or final payment from the Contractor, whether or not previously approved, or may recover from Contractor, any and all costs but not exceeding the amount of the Contract Price, including attorneys' fees and administrative expenses, incurred by the Village as the result of any Event of Default or as a result of actions taken by the Village in response to any Event of Default; or

14.1.5. The Village may recover any damages suffered by the Village as a result of the Contractor's Event of Default.

15. NO COLLUSION.

15.1. The Contractor hereby represents and certifies that the Contractor is not barred from contracting with a unit of state or local government as a result of: (1) a delinquency in the payment of any tax administered by the Illinois Department of Revenue unless Contractor is contesting, in accordance with the procedures established by the appropriate revenue Act, its liability for the tax or the amount of the tax, as set forth in 65 ILCS 5/11-42.1-1; or (2) a violation of either Section 33E-3 or Section 33E-4 of Article 33E of the Criminal Code of 1961, 720 ILCS 5/33E-1 et seq. The Contractor hereby represents that the only persons, firms, or corporations interested in this Agreement are those disclosed to the Village prior to the execution of this Agreement, and that this Agreement is made without collusion with any other person, firm, or corporation. If at any time it shall be found that Contractor has in procuring this Agreement, colluded with any other person, firm, or corporation, then the Contractor shall be liable to the Village for all loss or damage that the Village may suffer thereby, and this Agreement shall, at the Village's option, be null and void and subject to termination by the Village.

16. ENTIRE AGREEMENT.

16.1. This Agreement sets forth all the covenants, conditions and promises between the parties, and it supersedes all prior negotiations, statements or agreements, either written or oral, with regard to its subject matter. There are no covenants, promises, agreements, conditions or understandings between the parties, either oral or written, other than those contained in this Agreement.

17. GOVERNING LAW AND VENUE.

17.1. This Agreement shall be governed by the laws of the State of Illinois both as to interpretation and performance.

17.2. Venue for any action brought pursuant to this Agreement shall be in the Circuit Court of Cook County, Illinois.

18. NOTICE.

18.1. Any notice required to be given by this Agreement shall be deemed sufficient if made in writing and sent by certified mail, return receipt requested, by personal service, or by facsimile or electronic transmission to the persons and addresses indicated below or to such other addresses as either party hereto shall notify the other party of in writing pursuant to the provisions of this subsection:

If to the Village:

Village Manager
Village of Oak Park
123 Madison Street
Oak Park, Illinois 60302
Fax: (708) 358-5101
Email: villagemanager@oak-park.us

If to the Contractor:

Fax:
Email:

18.2. Mailing of such notice as and when above provided shall be equivalent to personal notice and shall be deemed to have been given at the time of mailing.

18.3. Notice by facsimile or electronic transmission shall be effective as of date and time of facsimile or electronic transmission, provided that the notice transmitted shall be sent on business days during business hours (9:00 a.m. to 5:00 p.m. Chicago time). In the event facsimile or electronic notice is transmitted during non-business hours, the effective date and time of notice is the first hour of the first business day after transmission.

19. BINDING AUTHORITY.

19.1. The Individuals executing this Agreement on behalf of the Contractor and the Village represent that they have the legal power, right, and actual authority to bind their respective parties to the terms and conditions of this Agreement.

20. HEADINGS AND TITLES.

20.1. The headings or titles of any provisions of this Agreement are for convenience or reference only and are not to be considered in construing this Agreement.

21. COUNTERPARTS; FACSIMILE OR PDF SIGNATURES.

21.1. This Agreement shall be executed in counterparts, each of which shall be considered an original and together shall be one and the same Agreement.

21.2. A facsimile or pdf/email copy of this Agreement and any signatures thereon will be considered for all purposes as an original.

22. EFFECTIVE DATE.

22.1. As used in this Agreement, the Effective Date of this Agreement shall be the date that the Village manager for the Village of Oak Park executes this Agreement as set forth below.

23. AUTHORIZATIONS.

23.1. The Contractor's authorized representatives who have executed this Agreement warrant that they have been lawfully authorized by the Contractor's board of directors or its by-laws to execute this Agreement on its behalf. The Village Manager warrants that she has been lawfully authorized to execute this Agreement. The Contractor and the Village shall deliver upon request to each other copies of all articles of incorporation, bylaws, resolutions, ordinances or other documents which evidence their legal authority to execute this Agreement on behalf of their respective parties.

24. EQUAL OPPORTUNITY EMPLOYER.

24.1. The Contractor is an equal opportunity employer and the requirements of 44 Ill. Adm. Code 750 APPENDIX A are incorporated herein if applicable.

[THE REMAINDER OF THIS PAGE INTENTIONALLY LEFT BLANK -
SIGNATURE PAGE FOLLOWS]

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be signed by their duly authorized representatives on the dates set forth below.

VILLAGE OF OAK PARK

CONTRACTOR

By: Cara Pavlicek
Its: Village Manager

By:
Its:

Date: _____, 2016

Date: _____, 2016

ATTEST

ATTEST

By: Teresa Powell
Its: Village Clerk

By:
Its:

Date: _____, 2016

Date: _____, 2016



Terry Brady

SECURITAS

Area Vice President: Downtown Chicago

Current Role

Terry manages the Downtown Chicago area with over 2,000 Security Officers operating out of the branch offices. He is responsible for overseeing more than \$70 million in annual revenue. The clients in his area range from Financial Institutions to Commercial and Residential High Rise buildings, along with numerous Manufacturing and Distribution facilities.

Security Experience

Securitas USA:

Area Vice President, 2012 to Present

Region President - N. California, 2004 to 2012

Area Vice President, 1996 to 2004

Professional Affiliations, Training and Certifications

Member, ASIS International

Member, Chicago Building Owners and Managers Association (BOMA)

Member, Illinois Security Chiefs Association

United States Marine Corps

Keith J. Toms

Branch Manager: Chicago, Illinois

SECURITAS

Current Role

Keith is responsible for over 25 permanent contracts, culminating in 6,000 hours per week. These clients range from banks, lofts, and factories to parking lots, office buildings and other specialty clients. For over 20 years Keith has provided off-duty security officers for numerous special events. Keith has been in the security business for 30 years providing exceptional customer service and quality officers.

Security Experience

Securitas USA, Branch Manager, 2010 to Present

The Security Professionals, Inc., Executive Vice President, 1985 to 2010

Security Management and Investigations, owner, 2001 to 2010

Blue Island Police, Police officer, 1992 to 1994

Professional Affiliations and Certifications

Illinois Security Chiefs Association

Illinois Equal Opportunity Association

Chicago CAPS Association

Education

Blue Island Police Academy

Law Enforcement Training

Raymond Pohl

SECURITAS

Region Specialty Training Manager: North Central Region

Region Specialty Trainer Manager

Raymond Pohl, Region Specialty Training Manager, joined Securitas Security Services USA in 2009. Ray is responsible for overseeing the training for security officers in a twenty state region. Ray also assists Property Management and tenants with presentations for security related topics.

Ray has over thirty years of experience in the security industry with assignments as Security Director of an 85 acre office campus, Training and Development Manager for downtown Chicago, and Region Specialty Training Manager for a twenty state region.

Security Experience

Securitas USA - 2009 - present

Training Manager for Security Management and Investigations (SMI) - 2007 - 2009

Worked in the field providing executive protection, disaster relief security, and spoke publicly on security related topics.

Professional Affiliations and Certifications

Illinois Security Chiefs Association

Midwest Security Conference

Illinois Police and Security Chiefs

BOMA Chicago

Education

American Heart Association Certified Instructor

CPI Certified Instructor - Nonviolent Crisis Intervention

CIPI Certified Instructor - Cultural Institution Protection Instructor

Securitas Security Management Program - Levels I, II, and III

Civil Treatment for Leaders Certified Instructor

Selection and Hiring of Personnel

The process begins with utilizing Kronos Inc.'s Workforce Talent Acquisition™ to hire and develop the best workforce in the industry. With Kronos, Securitas can source and prescreen candidates, administer online assessments, and conduct background and drug screening before assignment. Moreover, the Kronos application provides rich analytics and reporting capabilities that provide insight into critical talent acquisition.

The Kronos Workforce Talent Acquisition™ is a web-based product that includes an on-line employment application, an applicant tracking tool to assist our HR staff in managing the hiring process, and a custom on-line assessment. The system is fully integrated with Securitas' Human Resources Information System to reduce the time involved in processing new hires. It is also fully integrated with our third party vendor for background, drug and WOTC tax credit screening.

The implementation of Workforce Talent Acquisition™ in Securitas' local offices has a very positive impact on operations, including:

- Increased applicant flow.
- Reduced time to hire.
- Better utilization of branch office staff.
- Improved screening and hiring tools.
- Better hiring statistics to focus on process improvements.
- Compliance with company policies/procedures and federal/state/local regulations.

Workforce Talent Acquisition™ allows Securitas applicants to complete their applications on-line at any time of the day or night. Securitas recruiters can then evaluate fully-screened and tested applicants prior to interviewing them. The resulting increase in the number of qualified applicants has allowed Securitas to be more selective in our hiring process.

Securitas Employment Assessment Tool (SEAT)

All Securitas security officer candidates must successfully complete the Securitas Employment Assessment Tool (SEAT) as part of the application process.

SEAT was created specifically for Securitas and is comprised of custom content questions designed to assess an applicant's ability and readiness to perform the functions of a security officer. The questions were developed by Securitas subject matter experts and are based on the knowledge, skills, abilities and personal characteristics that a security officer must possess on the first day of work.

SEAT is administered as part of the online application process. The questions describe real life situations that security officers will encounter on the job. Each applicant receives a numerical score based on the number of questions answered correctly. Based on validated testing with actual Securitas applicants, scores are rated as good, marginal or unacceptable. The applicant's responses to the questions are forwarded directly to our third party administrator, Kronos, and the results are automatically processed and returned to our local office through a Hiring Management Console (HMC).

Selection Process Overview

Our step-by-step process goes well beyond the industry norm to focus on selecting world-class employees. Moreover, our process identifies candidates who possess those traits we believe are critical to both of our organizations, such as honesty, integrity and a strong customer service orientation suited to the culture and operating environment of Village of Oak Park.

Our security personnel must meet the following minimum hiring standards:

- At least age 18.
- A reliable means of communication.
- A reliable means of transportation.
- The legal right to work in the United States.
- The ability to effectively speak, read and write English (each tested to do so).
- A high school diploma or GED.
- Willingness to participate in the company's pre-employment screening process, including a background investigation and drug screen.

Our screening process provides us the reasonable assurance that our prospective security officers:

- Have a stable work history.
- Have well-developed interpersonal communications skills and professional composure to fit the client culture.
- Can withstand the scrutiny of a thorough interview and background investigation.

- Are drug free.
- Able to qualify for and obtain a state security officer license, where applicable.

Required security officer competencies include:

- Ability to provide high quality customer service.
- Ability to exercise good judgment and discretion in all business interactions with others.
- Ability to be an effective team member.
- Neatness in dress and grooming.
- Ability to deal courteously, tactfully and effectively with others, both in person and on the telephone.
- Initiative, integrity and high ethical standards.
- Ability to maintain professional composure when dealing with unusual circumstances.

Step 1: Job Application

This step provides information that will assist in:

- Pre-screening of applicants.
- In-depth interviews and background screening with emphasis on employment stability, work experience and personal background. During this step, each candidate is required to complete the online application and an *Evaluation of Report Writing Skills*.

During the employment application process, the applicant is required to complete a pre-employment assessment to evaluate situational judgment traits. Candidates being considered for armed positions are subject to a second profile, the Protective Services Report (PSR), which is designed to test for emotional adjustment, integrity/control, intellectual efficiency, and interpersonal relations and is widely used by military, law enforcement and private security companies.

Step 2: Initial Interview

The first pre-employment interview is conducted to identify each applicant's skills, work style, personality, career interests and suitability for the position.

Step 3: Drug Screening

Securitas USA prohibits the use, possession, consumption, manufacture, sale, purchase, transfer, dispensation, distribution and/or transportation of alcohol, illegal drugs and/or controlled substances while on duty, on Company and/or client premises, or in Company or client vehicles. We partner with Pinkerton Employment

Screening, a leading provider of public record information and drug screening services, to administer our drug screening program.

- Drug and alcohol testing may be conducted in the local Securitas office using an oral drug screening device (STATSWAB) or oral alcohol screening device where state laws permit. If the result is inconclusive, the donor will be directed to a lab based collection facility to submit a urine specimen or a breath alcohol confirmatory test.
- Where state law or client contract require lab based testing, donors will be directed to a local collection facility to provide a 5 panel urine or hair follicle drug specimen and/or breath alcohol test.
- Any employee or candidate who refuses to take an alcohol and/or drug test will be disqualified from the hiring process or separated from employment.

STATSWAB is a six panel screen that is designed to detect the presence of the most commonly used drugs:

- Marijuana (THC)
- Cocaine
- Opiates
- Methamphetamine
- Amphetamine
- Phencyclidine

STATSWAB provides results in 15 minutes, with no chance of sample adulteration or cross - contamination. Should a confirmation test be required, Securitas utilizes Substance Abuse and Mental Health Services Administration (SAMHSA) certified laboratories to perform gas chromatography and mass spectrometry (GC/MS) tests.

In addition to pre-employment drug screening, Pinkerton Employment Screening assists Securitas branch offices through:

- Collection/test site identification, legal compliance and management services.
- Random drug testing management and selection; and data management, records retention and education and training services.
- Quality control services and performance monitoring.
- After hours and post-injury/accident drug and alcohol testing services.
- An automated system to receive confidential test results quickly to help expedite the hiring process.
- Securitas can utilize other drug testing panels to screen for specific types of drugs beyond our standard screen when required by our clients. Securitas' Drug-Free Workplace Program also conducts post-injury/accident and reasonable-cause drug and alcohol testing as a matter of company policy. In addition, we

can conduct DOT-regulated and random drug screening in accordance with client requirements and statutory regulations.

Step 4: Background Verification

Securitas utilizes Pinkerton Employment

Screening to conduct pre-employment background verifications that meet or exceed state security officer licensing requirements.

Our required background verification includes the following:

- Military service - (DD 214) - nature of separation.
- County criminal records search for misdemeanors and felonies. Search all counties of residence and work history for 7 years.
- National Criminal and Records Locator (National Sex Offender Registry, Sanctions, OIG/GSA/OFAC).
- Credit check where permitted by state law (when required for legitimate business reasons by our clients).
- Social Security Number trace to include address history and alias report
- Department of Motor Vehicles driver's license search for all driving positions.
- Employment verification (7-year work history).
- Personal reference checks.
- Education verification.

Step 5: Assignment/Scheduling Meeting

Final administrative processing and documentation is accomplished during this step, as well as the fitting and issuance of uniforms and equipment. The contingent employee meets with the scheduler to discuss specific issues and performance expectations of Village of Oak Park.

Step 6: Site Interview

Tentative assignment is made and our client representative is notified. When requested by our clients, contingent employees are sent to the client site for a final review. We understand the importance that our clients desire us to place on the careful selection of security personnel.

Step 7: Security Officer Introduction/Examination

Contingent employees are required to complete an introduction session to review security-related video presentations. This program establishes a core base of security

knowledge that enables our security officers to properly perform their duties from the first day at a client site.

An exam is given covering the following areas:

- Basic Security Officer Responsibilities
- Public Relations
- Communication and Reporting
- Safety Techniques of Patrol
- Emergency and Fire Prevention
- Basic First Aid; Safe Driving
- Client Relations
- Hazardous Material Communications

Step 8: E-Verify™ Work Confirmation

Securitas is a Federal contractor and/or subcontractor and is required to participate in E-Verify™. This program effectively allows Securitas to electronically compare information from an employee's Form I-9, Employment Eligibility Verification to data from the U.S. Department of Homeland Security and Social Security Administration records to confirm employment eligibility.

Applicant Information

Name: **Doe, John** Address: 1234 Main Street
 Avondale, AZ 85323
 Position:
 Dept ID: 071A0
 Status: **COMPLETED** Preferred Delivery Method: E-Mail

13 of 13 Orders have been completed. (100)%

This report contains FLAGGED Orders.

Comments: Candidate answered convicted question: N.
 Username: SEC_JSMITH
 First Name: Jane
 Last Name: Smith
 Email: Jane.Smith@securitasinc.com
 Phone: NA

Summary: Interim Report Complete - Proceed with Hiring Process

Order Summary

<u>Verification Type</u>	<u>Order Verification Status</u>			
Detail	Order ID	Pending / In Progress	Completed	FLAGGED/ Discrepancy
PACKAGE: NEW HIRE PACKAGE MINIMUM				
National Criminal and Records Locator	50517078	[]	[X]	[X]
County Criminal				
Maricopa County, AZ	50517082	[]	[X]	[X]
Maricopa County, AZ	50530596	[]	[X]	[]
Cobb County, GA	50530602	[]	[X]	[]
Cobb County, GA	50530603	[]	[X]	[]
Paulding County, GA	50530605	[]	[X]	[]
Harris County, TX	50530600	[]	[X]	[]
Harris County, TX	50530601	[]	[X]	[]
MVR				
AZ	50517087	[]	[X]	[]
Employment Verification				
ARMY NATIONAL GUARD	50517084	[]	[X]	[X]
DIRECT CARE PERSONNEL	50517086	[]	[X]	[X]

Received: 03/26/2015
 Completed: 04/09/2015

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04/22/15
 2015032649287047

turnaround time excludes holidays and weekends. reports may be subject to delays caused by third parties.

Order Detail

Package Ordered

New Hire Package Minimum

Order: 50517077

Services Ordered

National Criminal and Records Locator

FLAGGED ORDER

Order: 50517078

Result:

=====

REQUESTED INFORMATION

=====

First Name: JOHN
Last Name: DOE
DOB: 03/05/XXXX
SSN: XXX-XX-0000

SSN IS VALID
ISSUED IN NY IN THE YEAR 1974-1975

=====

SEARCHES COMPLETED

=====

NATIONAL CRIMINAL INDICATOR SEARCH
NATIONAL SEX OFFENDER REGISTRY SEARCH
SANCTION AND DEBARMENT SEARCH
OFFICE OF INSPECTOR GENERAL HEALTH AND HUMAN SERVICES SEARCH
FOOD AND DRUG ADMINISTRATION DEBARMENT SEARCH
OFFICE OF FOREIGN ASSET CONTROL (OFAC) SEARCH
U.S. GENERAL SERVICES ADMINISTRATION EXCLUDED PARTIES LIST

=====

DISCLAIMER

=====

OUR NATIONAL CRIMINAL AND RECORDS LOCATOR CONSIST OF DATA COMPILED FROM VARIOUS SOURCES,
INCLUDING BUT NOT LIMITED TO PUBLIC RECORDS, OTHER INFORMATION REPOSITORIES, COMMERCIAL
DATA BROKERS AND THIRD-PARTY INFORMATION PROVIDERS. PINKERTON GLOBAL SCREENING SOLUTIONS
MAKES NO WARRANTY, EXPRESS OR IMPLIED, REGARDING THE ACCURACY OR COMPLETENESS OF ANY
INFORMATION DERIVED FROM THE NATIONAL CRIMINAL AND RECORDS LOCATOR PRODUCT. TO ENSURE
MAXIMUM REASONABLE ACCURACY USERS MUST RELY ON FURTHER VERIFICATION AT THE COURT OR
PRIMARY

Received: 03/26/2015
Completed: 04/09/2015

Order: 50517087

State AZ
License Number D09625123
Term 3Y

Gender (M/F) (Reqd GA Only)

Result:

ARIZONA DRIVER RECORD REPORT

REPORT SEARCH DATE: 03/26/2015

LICENSE NAME/ADDRESS	DRIVER DESCRIPTION
DOE, JOHN 1234 MAIN ST AVONDALE, AZ. 85323	D.O.B. SEX HGT RACE SOC.SEC ===== === ===== ==== ===== 03/05/XXXX M 603" --

LICENSE NUMBER: D09625123

ORIG. ISSUED	ISSUED	EXPIRES	CLASS	STATUS
	08/19/2013	03/05/2035	D	VALID

LICENSE TYPE: PERSONAL
CLASS DESCRIPTION: D - OPERATOR
STATUS DESCRIPTION: VALID
RESTRICTIONS:
ENDORSEMENTS:

PRIOR STATE: DL #: STATUS:
C.D.L. ISSUED: STATUS:

POINTS:
REINST DATE:
SECONDARY LIC:
OTHER STATE LIC:
OTHER STATE:
NON-RESIDENT MILITARY:
BOATCLASS:

ALSO KNOWN AS (AKA) RECORDS
Previous License State: TX
Previous License Number: 35018123

** FOR PAST THREE YEARS AS OF 03/26/2015 **
NO REPORTABLE INCIDENTS FOUND

TYPE VIOL/SUSPE CONV/REINS HISTORY ENTRY PTS

*****END OF RECORD*****

Services Ordered
Employment Verification

FLAGGED ORDER Order: 50517084

Employer Company Name	Army National Guard	Job Title	Soldier
Employer Contact Name	Sarah Smith	Salary	still empl
Employer City	phoenix	Previous Name	
Employer State	AZ	May We Contact This Employer	true
Employer Phone Number	5555552076	Reason for Leaving	StillEmployed
Start Date	2007-11		

Result:

There is a discrepancy in the STARTING DATE OF EMPLOYMENT between what the applicant reported and what the company reported. There is a possibility of a record keeping error by the employer.

Verifier Name: SARAH SMITH
Verifier Title: UNIT N.C.O.

APPLICANT REPORTED:

Start Date: 2007-11
End Date: NA
Title: Soldier
Salary: still empl
Reason for Leaving: StillEmployed

EMPLOYER REPORTED:

Start Date: 05/28/2006
End Date: PRESENT
Title: SOLDIER
Salary: NOT PROVIDED
Rehire: N/A
Reason for leaving: N/A

ORDER RECV'D.

03/30/2015 01:18 PM CE: CONTACT VERIFIED VIA PRIOR VERIFICATION:
SCRA.

03/30/2015 01:19 PM CE: SCRA WS ACCESSED, HOWEVER NO RECORD WAS FOUND FOR THE APPLICANT.
DIALED NUMBER PROVIDED, L/M IN GEN CO. VM FOR SARAH SMITH.

04/01/2015 03:27 PM CE: DIALED 555-555-2076, L/M IN GEN CO. VM FOR SARAH SMITH.

04/06/2015 02:52 PM CE: DIALED 555-555-2076, L/M IN GEN CO. VM FOR SARAH SMITH.

Received: 03/26/2015
Completed: 04/09/2015

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04/22/15
2015032649287047

turnaround time excludes holidays and weekends. reports may be subject to delays caused by third parties.

2014 MEDICAL COMPARISON CHART

SECURE BRONZE (ANTHEM BLUE CROSS)

PLAN FEATURES	SECURE BRONZE	
	In-Network	Out-of-Network
Lifetime Benefit Maximum	Unlimited	Unlimited
Calendar-Year Deductible		
Individual	\$3,000	\$5,000
Family	\$6,000	\$10,000
Annual Limit on Medical Expenses	Unlimited	Unlimited
Annual Out-of-Pocket Maximum		
Individual	\$6,250	\$11,900
Family	\$12,500	\$23,800
COVERED SERVICES AND SUPPLIES		
Physician Office Visit		
Non-preventive	50% after deductible	40% after deductible
Specialist	50% after deductible	40% after deductible
Preventive Health Care	100%, no copay or deductible	
Annual Physical		Not covered
Well-Baby Care Exams		Not covered
Immunizations		Not covered
Women's Preventive Care (e.g., coverage for specified contraceptive methods ¹ and counseling; breast-feeding support and equipment; gestational diabetes screening; annual well-woman exam; and annual mammogram)	100%, no copay or deductible	Not covered
Hospital²		
Inpatient ⁶	50% after deductible ³	40% after deductible ⁴
Outpatient	50% after deductible ³	40% after deductible ⁴ - \$350 maximum/surgical procedure or dialysis/hemodialysis
X-rays and Lab Fees	50% after deductible	40% after deductible - \$800 maximum/advanced imaging procedure
Urgent Care	50% after deductible	40% after deductible

¹ Generic, FDA-approved contraceptive methods and devices are covered at 100% under the preventive care benefit. If you request a brand contraceptive drug or device when an equivalent generic and FDA-approved option is available, your medical plan may require you to pay a copay. If a covered generic option is not available, brand contraceptives will be covered at 100%.

² Maternity and delivery are covered the same as any other condition.

³ In-network provider is responsible for precertification.

⁴ You're responsible for precertification when you see an out-of-network provider.

PLAN FEATURES	SECURE BRONZE	
	In-Network	Out-of-Network
Emergency Room⁵	50% after deductible	50% after deductible
COVERED SERVICES AND SUPPLIES		
Mental Health and Substance Abuse		
Inpatient ⁶	50% after deductible ³	40% after deductible ⁴
Outpatient	50% after deductible	40% after deductible
Skilled Nursing Facility^{6,7}	50% after deductible, up to 90 days/ calendar year (in-network and out-of- network combined visit maximum)	40% after deductible, up to 90 days/ calendar year (in-network and out-of-network combined visit maximum)
Specified Therapies	50% after deductible, up to 24 visits/ calendar year (in-network and out-of- network combined visit maximum)	40% after deductible, up to 24 visits/ calendar year (in-network and out-of-network combined visit maximum)
Chiropractic Care; Physical, Occupational and Speech Therapy (combined for all therapies)		
Prescription Drugs⁸	Anthem network	
Retail		
Generic	50% after deductible, up to a 30-day supply	40% after calendar-year deductible ⁹
Brand-Name Formulary	50% after deductible, up to a 30-day supply	
Brand-Name Non-formulary	50% after deductible, up to a 30-day supply	
Mail Order		
Generic	50% after deductible, up to a 90-day supply	Not covered
Brand-Name Formulary	50% after deductible, up to a 90-day supply	
Brand-Name Non-formulary	50% after deductible, up to a 90-day supply	

³ In-network provider is responsible for precertification.

⁴ You're responsible for precertification when you see an out-of-network provider.

⁵ Non-emergency use of the emergency room isn't covered.

⁶ A \$500 penalty will apply for out-of-network services requiring precertification for which precertification wasn't obtained beforehand.

⁷ Precertification is required.

⁸ If a health care provider prescribes a covered brand-name drug when a generic equivalent is available and specifies "Dispense As Written" (DAW), you'll pay the brand-name drug copay. If you request a covered brand-name drug when a generic equivalent is available, you'll pay the generic copay plus the cost difference between the brand-name drug and the generic equivalent.

⁹ If you use an out-of-network pharmacy, you'll pay 100% of the cost for the prescription. After you file a claim form, the plan will reimburse you 40% of the cost after the deductible.

The cost for coverage can be found on the 2014 Weekly Premium Rate Sheet in your enrollment packet. If your packet does not contain a Premium Rate Sheet, contact your Branch Office HR/Benefits Representative.

Instructor Led Programs:

Customer Service
Customer Service II – Greet, Meet, Close
Emergency Response
Terrorism Awareness
CPI – Nonviolent Crisis Intervention – verbal de-escalation techniques
CPR/AED/ First Aid
Protestor/Civil Disorder/Work Stoppage
Active Shooter
Cultural Diversity
Harassment in the Workplace
Report Writing
Supervisor training – for shift and site supervisors – ongoing quarterly training – 8 session's total
CPI – Cultural Institution Protection Instruction
Civil Treatment for Leaders/Employees

Table tops:

Power Outage
Water Leaks
Active Shooter
Workplace Violence
Protestor
Emergency Response
Inclement Weather
Pandemic
Terrorism Threats
Suspicious Packages/ Bomb Threat
Elevator Entrapment
Hazardous Materials